

Year report FNV Mondiaal

Indicators of Decent Work, Trade Union Strengthening and Sustainability

Report 2010

Country: Palestine

Date: 31 January 2011

This report should be filled in from a country perspective; only those DW objectives will be addressed that are indicated in the country grid (see annex).

Names of the FNV Partner organizations active in country (please include names of GUF affiliates involved as well) over the report year.

Labour NGO's:	Central:	Trade union (mention also GUF to which affiliated):	Membership based organizations:	Other (network, university, NGO):
	The Palestinian General Federation of Trade Unions (PGFTU)	The Palestinian General Federation of Trade Unions (PGFTU)	The Palestinian General Federation of Trade Unions (PGFTU)	Kav L'Oved (Israeli NGO)
		Affiliated to GUFs: PSI and BWI		
		Centrals where activities took place: Ramallah, Nablus, Jericho		

Decent work

Output

If any, describe at least 3 examples of significant actions by partner organizations as a result from projects that have been supported by FNV over the past year? Please use the format below and indicate clearly under which DW-objective you classify each example. (for orientation see annex for country grid and description of the DW objectives)

Trade union action/ actions of partner organisations

DW objective	DW1-Fundamental Rights at Work and DW6-a Supply of Work		
Name of partner organisation	PGFTU		
Sector	All Sectors		
Type of action:			
- strike			
- demonstration			
-recollection of signatures			
-writing letters to politicians	Writing letters to politicians		
-other:	Campaigns including letters to politicians, asking for local and international organizations interference, brochures, sings, and articles and callings in local newspapers,		
When was the action carried out	Month: continuously around the year	Year: 2010	
Who else participated in the action	PGFTU, ILO, international organizations like international trade unions, ITUC (the International Trade Union Confederation), the Palestinian National Bureau of Statistics, and some civil society organizations.		
Number of people involved (distinguish between men and women)	Total: Number of participants is not applicable as this is a year round activity. However, based on information from PGFTU, hundreds of unionists participated with equal men and women participation.	Men	Women
Describe the beneficiaries (in terms of gender, ethnic origin, age, etc.)	PGFTU is trying to apply the social security law, and the minimum wage law through those actions. The beneficiaries are all workers in Palestine, men and women equally.		
What makes you or the FNV partners say the action has been successful?	There are no clear results on approving the law by the Palestinian authority and applying it in the Palestinian labour Law. However, there is a continuous response through assigning representatives from the Palestinian Authority and the Ministry of Labour to communicate and meet with PGFTU and discuss the possibilities of applying and adapting the law.		
Can you describe how FNV has	FNV is one of the donors supporting the Public Services Union		

supported the action	and the Building and Wood union, those two unions participated effectively in the campaign and the conferences. In addition, part of the activities were funded by the PSI (Public Services International) which also receives funds from FNV to promote trade union activities in Palestine specially in the Public Service union related activities.
Additional comments:	

DW objective	DW6-b Quality of Work		
Name of partner organisation	PGFTU		
Sector	All Sectors		
Type of action:			
- strike			
- demonstration			
-recollection of signatures			
-writing letters to politicians	Writing letters to politicians		
-other:	Campaigns including letters to politicians, meetings with Palestinian Authority officials, mainly with the Minister of Labour and the Minister of Health.		
When was the action carried out	Month: continuously around the year of 2010, but the agreement was signed in Jan. 2011	Year: 2010	
Who else participated in the action	PGFTU and its unions.		
Number of people involved (distinguish between men and women)	Total: All unions of PGFTU participated in campaigns to apply this system, however a committee of 5 persons was established to attend meetings with officials and represent PGFTU	Men 4	Women 1
Describe the beneficiaries (in terms of gender, ethnic origin, age, etc.)	PGFTU worked on applying a health insurance system covering all Palestinian workers including their families.		
What makes you or the FNV partners say the action has been successful?	The action is successful; an agreement of a health insurance system was signed in Jan, 2011 between PGFTU and the Ministry of Health to cover all Palestinian workers.		
Can you describe how FNV has supported the action	FNV is one of the donors supporting PGFTU whose members participated effectively in the campaigns and the meetings. It is worth mentioning that having international support for PGFTU empowers its negotiation position with the Palestinian Authority's officials.		
Additional comments:			

Trade union action/ actions of partner organisations

DW objective	DW1-Fundamental Rights at Work, and DW6-C labour Relations*	
Name of partner organisation	PGFTU	
Sector	The Private Sector	
Type of action:		
- strike		
- demonstration		
-recollection of signatures		
-writing letters to politicians	Writing letters to politicians and private sector companies and employers.	
-other:	Campaigns including letters to politicians, private sector employers, conducting studies and discussing them with the private sector on the situation of the workers. Articles and callings for actions in local newspapers.	
When was the action carried out	Month: continuously around the year	Year: 2010 Results and agreements were reached in Jan. 2011
Who else participated in the action	PGFTU, private sector companies and employers, the Ministry of Labour, representatives from ILO to support actions.	
Describe the beneficiaries (in terms of gender, ethnic origin, age, etc.)	According to the Palestinian Central Bureau of Statistics (PCBS) %47 of the Palestinian workforce is working in the private sector, almost half of this percentage is women workers.	
What makes you or the FNV partners say the action has been successful?	PGFTU has been trying to put pressure, through meetings and correspondence, on the private sector companies to raise the wages by %16 and to provide working contracts to workers; specially after conducting studies showing that the expenses of workers including transport cost increased by %4 and the consumption rate increased by %7. Several companies and employers responded to PGFTU's demands, and the campaign is still going aiming at gaining more positive response from the private sector.	
Can you describe how FNV has supported the action	-Through the regional and international meetings and workshops with several international and regional unions which are held with the support and the facilitation of FNV, the members of PGFTU are able to learn from the experience of other trade unions; where the experience and knowledge of the negotiations skills, campaigning, networking and lobbying is gained. -In addition, and through the local and regional workshops, PGFTU learned and spread the importance of organizing among the private sector employees. -FNV supports PGFTU financially to enable them to conduct workshops and seminars to educate people on the trade unions and the importance of joining a union, which made workers more aware of their fundamental rights.	
Additional comments:	As mentioned above and based on the PCSB statistics, the	

	<p>Palestinian workforce in the private sector reached %47; only % 32.8 of those workers have work contracts. Only %25.2 of wage employees have annual paid vacation, and %50 of women have a maternity paid vacation.</p> <p>DW6-C labour Relations*: This theme has been included as PGFTU is trying to put pressure to achieve work contracts for those employees as well.</p>
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(for additional tables on actions copy/paste the above table)

Trade union action/ actions of partner organisations

DW objective	DW1, DW3, DW6*		
Name of partner organisation	PGFTU-Agriculture Union in Jericho		
Sector	Agriculture		
Type of action:			
- strike			
- demonstration			
-recollection of signatures			
-writing letters to politicians			
-other:	Conducting awareness workshops		
When was the action carried out	Month: continuously around the year	Year: 2010	
Who else participated in the action	PGFTU (the Agriculture Union) and Kav La'Oved.		
Number of people involved (distinguish between men and women)	Total: 200	Men 150	Women 50
Describe the beneficiaries (in terms of gender, ethnic origin, age, etc.)	The beneficiaries are the Palestinian agriculture workers in the Israeli settlements. Women perform almost %25 of the workforce in that area.		
What makes you or the FNV partners say the action has been successful?	<p>-Employees, after receiving information on their basic rights are work, complained to PGFTU and Kav La'Oved about their work situation, which led to talks with employers and sometimes court cases in the Israeli higher court.</p> <p>-Some employers responded to the pressure by the unions by changing the measures of work to comply with the labour law.</p>		
Can you describe how FNV has supported the action	<p>-FNV supported Kav La Oved and PGFTU financially to enable them to conduct workshops and seminars to educate people on the trade unions and the importance of joining a union, which made workers more aware of their fundamental rights.</p> <p>-PGFTU and Kav la Oved were able to produce educational materials with the financial support of FNV.</p> <p>-The FNV support for project staff was critical in creating sustainable activities and in leading to longer-term impact.</p>		
Additional comments:	*This example covers those three decent work themes, as in those workshops, PGFTU and Kav L'Oved are trying to educate the workers of their basic rights at work (DW1), trying to achieve work contracts for them (DW6), and defending women workers (DW3).		

Trade union action/ actions of partner organisations

DW objective	DW1, DW3, DW6*		
Name of partner organisation	Kav L'Oved and PGFTU (Agriculture union in Jericho)		
Sector	Agriculture		
Type of action:			
- strike			
- demonstration			
-recollection of signatures			
-writing letters to politicians	writing letters to politicians		
-other:	Producing and screening of informative and documentary films, conducting research and observatory tours, and conducting workshops for Palestinian workers.		
When was the action carried out	Month: continuously around the year	Year: 2010	
Who else participated in the action	Kav La'Oved and PGFTU (Agriculture Union).		
Number of people involved (distinguish between men and women)	Total: N/A (the number varies, as the participants are employees from Kav L'Oved and the agriculture union of PGFTU in Jericho, in addition to young volunteers)	Men	Women
Describe the beneficiaries (in terms of gender, ethnic origin, age, etc.)	The beneficiaries are the Palestinian men and women workers in the field of agriculture in the Israeli settlements (mostly outsourced workers).		
What makes you or the FNV partners say the action has been successful?	Through these actions, Kav L'Oved together with the agriculture union in Jericho succeeded in sending a message on the situation of the Palestinian workers in Israeli settlements to local and international communities and organizations.		
Can you describe how FNV has supported the action	<p>FNV have been supporting partners since 2008 in developing systematic interventions with Palestinian workers employed in agriculture – by Israeli employers. Specifically, FNV financial support of the project staff was critical in creating sustainability and long-term impact.</p> <p>Also the project coordinator (supported by FNV funding) was in charge of managing all interventions; coordinating efforts between Kav l'Oved and PGFTU (the agriculture union-Jericho); coordinating the project steering committee; documenting workers complaints and publishing on an ongoing basis data analysis and findings; corresponding with Israeli employers and the governmental authorities: the Ministry of Trade and Labour, The National Insurance Institute – On health rights and work accidents; filing complaints and</p>		

	<p>legal petitions; initiating media items in Hebrew, Arabic and English; producing documentaries that show the problems of workers in agriculture; lecturing for international delegations in the area and in Europe; and participating at international conferences in France, Netherlands and the UK; facilitating workshops for workers; writing and producing informational brochures and newspapers in Arabic for the workers.</p>
<p>Additional comments:</p>	<p>*This example covers those three decent work themes, as in PGFTU and Kav L'Oved are trying to present to the workers, the local and international communities with situation of the Palestinian workers, the lack of basic rights at work, the lack of work supplies, the lack of health and safety measures and discrimination against some workers.</p>

Trade union action/ actions of partner organisations

DW objective	DW6-a		
Name of partner organisation	PGFTU		
Sector	Buildings and woods union		
Type of action:			
- strike			
- demonstration			
-recollection of signatures			
-writing letters to politicians			
-other:	Suing employers in the Israeli higher court		
When was the action carried out	Month: continuously around the year but results were achieved in November and December 2010	Year: 2010	
Who else participated in the action	PGFTU		
Number of people involved (distinguish between men and women)	Total: 18	Men 18	Women
Describe the beneficiaries (in terms of gender, ethnic origin, age, etc.)	The beneficiaries in this case are Palestinian construction male workers (It is very rare to have female construction workers in Palestine)		
What makes you or the FNV partners say the action has been successful?	18 Palestinian workers were dismissed from their jobs in Israeli companies without reasons and without being paid their compensations; PGFTU managed to achieve NIS 250,000 (Euro 50,000) as compensation for the 18 workers.		
Can you describe how FNV has supported the action	In order to be able to make a claim in Israeli courts, PGFTU had to hire lawyers licensed in Israel; part of the expense is covered by FNV as it is one of the main donors and supporter of the Building and Woods union.		
Additional comments:			

(for additional tables on actions copy/paste the above table)

Outcome

In case these or other actions had effects on government authorities or companies targeted over the past year, please describe them. If possible at least 3. In case there are no examples of effects you can skip this part.

Reactions of government authorities (positive or negative)

DW objective	DW1, DW3, DW6-b&c		
Name of the government authorities involved	National		
Qualify the effects as:	positive		
Indicate the type of effects: -approval of new labour legislation			
-implementation of approved labour legislation			
-changes in existing labour legislation			
-other:	The Palestinian Authority and the Ministry of labour are in a continuous response through assigning representatives from the Palestinian Authority and the Ministry of Labour to communicate and meet with PGFTU and discuss the possibilities of applying and adapting the law.		
Describe the major issues that are addressed through the acts of government	Applying the minimum wage law, applying the social security law, and applying the fundamentals of the Palestinian labour law.		
Name the principles of the policies that are formulated			
No. of people who will benefit from or are affected by this	Total The Palestinian labour force in general	Men	Women
Describe if and how women will particularly benefit from this or will be affected	These laws, if adopted (in the case of social security) and applied (in the case of all 3 laws), will cover and benefit all the Palestinian workers. Women perform %26 of the workers. Also the PGFTU is demanding to apply the Palestinian Labour Law which includes protecting women at work, and provide their basic rights like no discrimination at work, maternity leave, minimum wages...etc.		
Describe if and how persons in the informal sector will particularly benefit from this or will be affected	This law, if applied, will cover and benefit all the Palestinian workers including the informal sector workers.		
Can you specifically describe how the pressure exercised through activities by FNV partners has influenced the behaviour of the authorities in this regard	PGFTU held several campaigns and meetings all year long in 2010 stressing upon the importance of applying social security law in Palestine.		
Additional comments:			

(for additional tables on reactions government authorities copy/paste the above table)

DW objective	DW6-b		
Name of the government authorities involved	National		
Qualify the effects as:	positive		
Indicate the type of effects: -approval of new labour legislation			
-implementation of approved labour legislation	Implementation of a Health Insurance System		
-changes in existing labour legislation			
-other:			
Describe the major issues that are addressed through the acts of government	The major issue is health and safety.		
Name the principles of the policies that are formulated	All Palestinian workers are now covered under a national health insurance including their families.		
No. of people who will benefit from or are affected by this	Total The Palestinian labour force in general	Men	Women
Describe if and how women will particularly benefit from this or will be affected	This health insurance system will cover and benefit all the Palestinian workers. Women perform %26 of the workers.		
Describe if and how persons in the informal sector will particularly benefit from this or will be affected	This health insurance will cover and benefit all the Palestinian workers including the informal sector workers.		
Can you specifically describe how the pressure exercised through activities by FNV partners has influenced the behaviour of the authorities in this regard	PGFTU held several campaigns all year long in 2010 stressing upon the importance of national health insurance. There have been continuous meetings with the Ministry of Labour and the Ministry of Health, organized by PGTFU and finally the agreements was signed in Jan 2011.		
Additional comments:	There was a kind of health insurance covering the members of PGFTU, called Al-Aqsa insurance, which started in 2000 when the second intifada started, covering workers specially those affected by the Israeli occupation, however, this insurance did not cover a lot of the medical cases in several medical institutions. But this new insurance system is covering all Palestinian workers and their families in almost all medical institutions including institution out of Palestine if patients needed to travel for medical reasons.		

Reactions of companies/employers

DW objective	DW1, DW6-b	
Name of company/ employer	The Palestinian Company for Electricity	
What are the measures taken by the companies? Describe:	1-Provide health insurance to the workers	
	2-Apply working hours based on the Palestinian labour	
	3-Recognizing a union delegation in the company	
Qualify the effect as:	positive	negative
Type of company: Multinational		N
National	Yes	
Local		N
Sector	Public services	
Number of fixed employees that benefit	1500	
Number of outsourced employees that benefit		
% women employees	%5	
What are the factors that have influenced the company into taking these measures?	The awareness and education of the workers of their rights at work, which made them complain to PGFTU to interfere to solve their problems at work.	
Can you specifically describe the influence of the pressure exercised by the FNV partners in this regard	The union delegation together with PGFTU held continuous meetings with the management of the company in order to apply such laws.	
Additional comments:		

(for additional tables on reactions government authorities copy/paste the above table)

Reactions of companies/employers

DW objective	DW6-a	
Name of company/ employer	Wasel for Public Services	
What are the measures taken by the companies? Describe:	1-Provide permanent contracts	
	2	
	3	
Qualify the effect as:	positive	negative
Type of company: Multinational		N
National		N
Local	YES	
Sector		
Number of fixed employees that benefit	1500	
Number of outsourced employees that benefit	800	
% women employees	%5	
What are the factors that have influenced the company into taking these measures?	The workers complaints and threats to stop the work for hours, and then strike in case the management does not respond.	
Can you specifically describe the influence of the pressure exercised by the FNV partners in this regard	The union delegation together with PGFTU held continuous meetings with the management of the company in order to provide permanent contracts. PGFTU held several workshops with the management of the company, in a addition to meetings and letters which successfully ended by providing permanent contracts.	
Additional comments:		

(for additional tables on reactions government authorities copy/paste the above table)

Reactions of companies/employers

DW objective	DW1	
Name of company/ employer	The Municipality of Jenin (one of the governorates in Palestine)	
What are the measures taken by the companies? Describe:	1-Appling the basic elements of the Palestinian labour law; working hours and the minimum wages.	
	2-Providing permanent contracts for employees.	
	3	
Qualify the effect as:	positive	negative
Type of company: Multinational		N
National		N
Local	YES	
Sector	Public Services	
Number of fixed employees that benefit	500	
Number of outsourced employees that benefit	500	
% women employees	%5	
What are the factors that have influenced the company into taking these measures?	The workers complained to PGFTU which tried to solve the problems through a dialogue; however the municipality refused to suggested proposals, which led the workers to strike.	
Can you specifically describe the influence of the pressure exercised by the FNV partners in this regard	After the strike of the workers and the refusal of the municipality to deal with PGFTU, PGFTU contacted the Ministry of local governance which put pressure on the municipality to respond to the workers' demands.	
Additional comments:		

(for additional tables on reactions government authorities copy/paste the above table)

Reactions of companies/employers

DW objective	DW6-b	
Name of company/ employer	Abu Al Sukkar Company for stones.	
What are the measures taken by the companies? Describe:	1-Increase the minimum wage	
	2-Provide health insurance	
	3	
Qualify the effect as:	positive	negative
Type of company: Multinational		N
National		N
Local	YES	
Sector	Buildings and woods	
Number of fixed employees that benefit	0	
Number of outsourced employees that benefit	20	
% women employees	0	
What are the factors that have influenced the company into taking these measures?	Union delegation's complaints	
Can you specifically describe the influence of the pressure exercised by the FNV partners in this regard	PGFTU responded to the union delegation's complaints and held a meeting with the management of the company to provide health insurance and to commit to a minimum wage.	
Additional comments:	A similar case happened with another stones company called Al-Dekka& Al-Etkan. The number of outsourced workers was 25.	

(for additional tables on reactions government authorities copy/paste the above table)

Reactions of companies/employers

DW objective	DW6-a	
Name of company/ employer	Eitan & Yinon Agriculture Ltd	
What are the measures taken by the companies? Describe:	1-Paying end of service compensation for dismissed workers, and those who do not have work contracts.	
	2	
	3	
Qualify the effect as:	positive	
Type of company: Multinational		N
National		N
Local	Y	
Sector	Agriculture	
Number of fixed employees that benefit	N/A	
Number of outsourced employees that benefit	All workers are outsourced Palestinian workers.	
% women employees	N/A	
What are the factors that have influenced the company into taking these measures?	6 women were dismissed from their work, they sued the employer to receive end of service compensation.	
Can you specifically describe the influence of the pressure exercised by the FNV partners in this regard	Kav L'Oved is one of the FNV partners working to defend the Palestinian workers in Israel and the Israeli settlements. In this case, 6 women working for Eitan & Yinon Agriculture Ltd were fired, the women did not have a contract, only an agreement with the a brokers, and in this case, the employer tried hold the broker responsible for paying end of service compensation for those women. However, the women complained to Kav L'Oved, which represented the women in the Israeli higher court; the result was that the judge proved that the employer and the broker are responsible for compensating the 6 women.	
Additional comments:	<p>-A petition was presented and still there is not date of the hearing.</p> <p>- The six female workers decided to sue the employer following another female worker that sued them and succeeded</p> <p>- It is worth to mention that the past year, Euro 81, 010 were gained for workers in agriculture for salaries and benefits that were stolen by their Israeli employers through pressure and court cases represented by Kav L'Oved.</p>	

(for additional tables on reactions government authorities copy/paste the above table)

(Questions below only apply for Colombia, Peru, China, Belarus, Zimbabwe, Mexico, Guatemala, Burma, Indonesia, Palestine, Serbia, Kosovo)

(Have any or more Core labour standards of the ILO been ratified in the past year ? Refer to conventions: 87,98,29,105,138,182,100,111.

	No

If yes mention here

Convention	When approved	No. of workers who benefit

Observation: Since Palestine is not considered a state, the Palestinian Authority could not ratify those agreements; however, Palestine is a member of the Arab labour Organization (ALO) and an observer at the International labour Organization (ILO). Also the Palestinian Authority takes the ILO conventions when applying, modifying or implementing Palestinian labour laws. It is also worth to mention here that the ILO established an office in Jerusalem recently, and based on information from PGFTU the ILO representative in Jerusalem attends several of the PGFTU's conferences and workshops. In addition, the representative supports PGFTU's demands to the Palestinian Authority. For example, the representative attended and supported the PGFTU's meetings with the Ministry of labour in order to apply the social security law, and attended a huge conference on that on Jan. 11th 2011.

Which part of national legislation has been elaborated complies with ILO core conventions ratified by the country?

%25-%50

Democratic Processes

Can you give one or more examples of improving democratic processes with the involvement of partner unions.

Hereunder is a particular example on a project aims at improving the democratic process within PGFTU. The information presented here is taken from an evaluation report.

Name of structure that promotes the process	PGFTU
Actors involved	<p>PGFTU unions and departments, in particular:</p> <ol style="list-style-type: none"> 1-General Union of Agriculture & Food Industries Workers (GUAFIW) 2. General Union of Textile Workers (GUTW) 3. Legal Department at PGFTU 4. Women Department at PGFTU 5. Department of youth and sports at PGFTU
Objective	<ol style="list-style-type: none"> 1. Further strengthening of the PGFTU and selected affiliates through capacity building, strategic planning and training in order to secure workers' interests with special focus on women workers. 2. Through networking, advocacy and campaigns to secure focus on an improvement of workers' rights and conditions as well as on a democratic development in the Palestinian society. 3. Through dialogue with relevant Israeli organisations to work to secure legal rights and better conditions for Palestinian workers in Israel and in the settlements.
Results	<p>The project succeeded in several aspects namely the following:</p> <ul style="list-style-type: none"> • It was implemented on a national level. The project covered the governorates of the West Bank and Gaza.

	<ul style="list-style-type: none"> • The project's management gave a good and practical example on financial and managerial transparency. PGFTU had developed "Admin and Financial Procedures Manual" to be activated in the next phase. • The project contributed in the democratic culture and understanding. That was realized on different levels; decision making on the unions levels is taken by voting, also the project contributed in laying the ground for an election process in the PGFTU and unions. • The project has a clear impact on the peace culture through dialogue with the Histadrut.
Problems	<p>The main problems were the lack of managerial skills, meeting follow ups, and miscommunications among the stakeholders of the project.</p> <p>The lack of documentation procedure and data bank.</p>
Year in which process was started	1995
Additional comments:	<p>Project cooperation between PGFTU (Palestine General Federation of Trade Unions) and the Danish trade union movement was initiated in 1995 with financial support from The Danish Ministry of Foreign Affairs - DANIDA.</p> <p>Several phases of the project have been implemented with the aim of strengthening the PGFTU, so that it could become a strong, democratic mass-based organisation, able to protect the interests of its members and play a strong role vis-à-vis the Palestinian authorities to secure respect for workers' rights.</p> <p>The strategy used in the former phases of the project has dealt mainly with the</p>

	<p>PGFTU itself, and aimed at participating in strengthening and democratizing the PGFTU by developing a stronger local base at the workplaces, inform workers of their rights, organise and train more women workers, establish workers' committees at the worksites, launch local unions and support the creation or strengthening of existing federations.</p> <p>The latest phase of the project titled "Strengthening the Palestine General Federation of Trade Unions" was initiated in January 2008, and completed in June 2010.</p>
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(for additional tables on reactions government authorities **copy paste the above table**)

Organisational Strengthening of Trade Unions

Successful and effective unions or membership based organisations

Output

Examples of organizational strengthening of trade unions

Describe initiatives taken on organizational strengthening of unions over the past year

Organizational analysis	PGFTU conducts regular organizational analysis especially that several donors ask for it. Those analyses are held based on phases of projects/ funds, union wise or governmental wise, whereas the structure, objectives and problems of the union or project are analyzed and specified and recommendations are set and taken into consideration.
Training of leaders and staff	<p>There is a regular training of leaders and staff locally, regionally and internationally to build the capacity of the leaders and the staff of PGFTU. Usually there are regular workshops held especially for the staff to teach them on union issues, organizing, health and safety issues, networking, lobbying and negotiating skills.</p> <p>The staff and the leaders of PGFTU have been gaining those abilities and learning through participating in international and regional meetings with other organizations and trade unions, in particular the European ones. Whereas knowledge and experience of those unions are transferred to the staff of PGFTU.</p>
Introduction of measures for management improvement	There is clear evidence that PGFTU is trying to implement some measures to improve the management; like capacity building and communication training. In this regard there is perhaps still some room for increasing management skills which, if supported, would enable activities to be conducted in a better way.
Innovations of internal democracy	There have been innovations to enhance democracy on the federation and on the unions level; there are elections held every 4

	<p>years for the federation and for the unions.</p> <p>Also a department for women was established which is managed completely by women.</p> <p>In addition there has been some work on empowering youth in unions and establishing a department for youth. However, there should be more work on that, especially that there is no quota for youth participation in the federal elections.</p> <p>There are youth meetings held regularly to discuss youth related issues, but the recommendations of those meetings are usually set by executive committee members who are not youth.</p>
<p>Proposals for restructuring like unifications of company unions or unification of centrals</p>	
<p>Other: Financial management</p>	<p>PGFTU worked and still working on restructuring its financial department, currently they are able to conduct financial planning for big projects, have internal and external audits. And matching projects with financial availability and monitoring projects financially.</p>

Examples of alliances

<p><i>Think of bilateral and multilateral cooperation with trade union centrals, membership organisations, GUFs, company networks, universities, NGO's, etc that have been effective this past year</i></p>	
Name FNV Partner	PGFTU
Name alliance that partner is involved in (mentioning names of organisations as well)	<p>PGFTU is an Affiliate of the ITUC (The International Trade Union Confederation) since 2002 (formally known as ICFTU) and joined ITUC in 2006 in the founding conference in Vienna. And its unions are part of International unions and services, e.g. Public Services International (PSI), The Building and Woods Union (BWI)...etc.</p> <p>In addition, PGFTU has several support and sistership and alliance agreements with local and International organizations and trade unions. For example, universities in Palestine, civil society organizations, international trade unions like CGIL, CSIL Italy, FNV Holland, CGT, CGC France, UGT Spain, TUC and STUC UK, LO Norway, LO TCO. CLC Canada, 3F Denmark, And the Tunisian Union for Labour.</p> <p>Also, PGFTU is supported by the ILO, UNICEF and other international organization in conducting some activities.</p>
Year partner joined the alliance	Those alliances started since PGFTU was established but increased in 2000 since the second intifada started.
Main accomplishments of the alliance this year	<p>The main articles and accomplishments of these agreements are:</p> <ol style="list-style-type: none"> 1- Financial support to execute workshops on labour rights, women's rights...etc. 2- Exchanged trips to educate union members on international aspects and international trade unions experience. 3- International trips to educate the international communities' on the situation if the Palestinian workers 4- Tips on developing educational materials. 5- And other aspects like exchange of managerial, administrative and financial skills.
Additional comments:	Below I will give few examples of those alliances

<i>Think of bilateral and multilateral cooperation with trade union centrals, membership organisations, GUFs, company networks, universities, NGO's, etc that have been effective this past year</i>	
Name FNV Partner	PGFTU
Name alliance that partner is involved in (mentioning names of organisations as well)	Sistership agreement with FGTB-Belgium
Year partner joined the alliance	2009
Main accomplishments of the alliance this year	Capacity building and support of PGFTU staff to enhance their organizing skills and conduct awareness workshops for workers.
Additional comments:	This is a three year agreement started in the beginning of 2009 until end of 2011.

(for additional tables on reactions government authorities copy paste the above table)

<i>Think of bilateral and multilateral cooperation with trade union centrals, membership organisations, GUFs, company networks, universities, NGO's, etc that have been effective this past year</i>	
Name FNV Partner	PGFTU
Name alliance that partner is involved in (mentioning names of organisations as well)	Membership with PSI (Public Services International)
Year partner joined the alliance	1996
Main accomplishments of the alliance this year	<ol style="list-style-type: none"> 1- Empowering the role of campaigns, media and the informative unit in unions. 2- Empowering the women role in unions. 3- Spreading the unionism awareness. 4- Implementing the safety and health conditions at work. 5- Exchange of experience between local, regional and international unions.
Additional comments:	

<i>Think of bilateral and multilateral cooperation with trade union centrals, membership organisations, GUFs, company networks, universities, NGO's, etc that have been effective this past year</i>	
Name FNV Partner	PGFTU
Name alliance that partner is involved in (mentioning names of organisations as well)	Membership of the Building and wood workers union in Palestine with BWI (Building and Wood workers international).
Year partner joined the alliance	2002
Main accomplishments of the alliance this year	<ol style="list-style-type: none"> 1- Increasing the knowledge and experience of the Palestinian unionists in this union on different aspects like organizing workers, collective bargaining, and social dialogues. 2- The capacity building of the BW union project coordinators in order to spread awareness among workers. 3- Implementing more workshops and health and safety condition among workers.
Additional comments:	

<i>Think of bilateral and multilateral cooperation with trade union centrals, membership organisations, GUFs, company networks, universities, NGO's, etc that have been effective this past year</i>	
Name FNV Partner	PGFTU
Name alliance that partner is involved in (mentioning names of organisations as well)	Agreement with universities in the cities of Bir Zeit, Nablus and Hebron
Year partner joined the alliance	The agreements started in 2008.
Main accomplishments of the alliance this year	<ul style="list-style-type: none"> - Training of union trainers on using better media methodologies. - Training of Health and Safety at work trainers with both universities. - Establishing information centre in Al-Najah University in Nablus to increase the awareness of the students and the people in the city of the trade unions and their role in Palestine.
Additional comments:	

<i>Think of bilateral and multilateral cooperation with trade union centrals, membership organisations, GUFs, company networks, universities, NGO's, etc that have been effective this past year</i>	
Name FNV Partner	PGFTU
Name alliance that partner is involved in (mentioning names of organisations as well)	Youth promoting Project with CLC Canada
Year partner joined the alliance	2008
Main accomplishments of the alliance this year	Promoting youth participation in unions.
Additional comments:	

<i>Think of bilateral and multilateral cooperation with trade union centrals, membership organisations, GUFs, company networks, universities, NGO's, etc that have been effective this past year</i>	
Name FNV Partner	PGFTU
Name alliance that partner is involved in (mentioning names of organisations as well)	Support agreement with the Tunisian Unions Federation
Year partner joined the alliance	2010
Main accomplishments of the alliance this year	The main articles in the agreement are to support women in unions and work place.
Additional comments:	Based on this support, the Tunisian Federation organized a workshop and a meeting in Tunisia for women from unions in the Middle East and North Africa, where representatives from the women and youth departments of PGFTU were invited to discuss the major obstacles which women face and how to empower women in unions.

<i>Think of bilateral and multilateral cooperation with trade union centrals, membership organisations, GUFs, company networks, universities, NGO's, etc that have been effective this past year</i>	
Name FNV Partner	Kav La'Oved
Name alliance that partner is involved in (mentioning names of organisations as well)	general support on the work with Palestinian workers for all sectors with "Christian Aid UK"
Year partner joined the alliance	The agreement started in 2008, and there is another project phase for 2010-2012
Main accomplishments of the alliance this year	Support of Kav L'Oved's work in defending the Palestinian workers in Israel and the Israeli settlements.

Additional comments:	<p>There are regular meetings between Kav L'Oved and European trade unions and human rights organizations, such as Diakonia, Solidar, Palestinian for several years, the meetings are usually around different programs with migrant workers, and on the Palestinians employed in the settlements and Asylum seekers.</p> <p>The main accomplishments of these meetings are exchange of information, exposure of labor rights violations of Palestinians in the international media and the civil society actors in the world, global dialogue and cooperation.</p>
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Outcome

Representation

Percentage of workers organised i.e. members of a trade union in the country	An average of %22.4 %23.3 in the West Bank and %20.2 in Gaza.
Comments	This percentage is taken from the Palestinian Central Bureau of Statistics (PCBS).

Negotiation capacity

Number of workers under collective bargaining agreement	40,000
Comments	<p>This number is based on information from the General Secretary of PGFTU.</p> <p>Most of the workers under those agreements are from the agriculture, public services and constructions sectors.</p> <p>It is worth to mention that PGFTU signed an agreement on Dec. 1st 2010 with the Palestinian Chamber of Commerce regulating working conditions in 66 hotels throughout the West Bank.</p>

Democracy and transparency

Describe an example of a union or central that has implemented innovations in terms of democracy and transparency	<p>There are several examples on democracy and transparency. Some of them are explained here but special focus is also given in a separate table on the Women conference which took place in Dec. 2010 as it is a clear evidence of democracy.</p> <ol style="list-style-type: none">1- PGFTU holds elections every 4 year within it congress for the federation and executive committee members, and also holds unions elections every 4 years for the union leaders and the executive committees in each union.2- On the transparency issue; PGFTU
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	<p>conducts monitoring and evaluation sessions and reports on the projects especially those funded by international donors, and that is basically based on request by the donors. In addition there are periodical meetings on the financial planning and spending together with audits. However, there are some claims that the money received from donors go to the accounts of the unions rather than the main account of PGFTU which the general management is not informed of.</p> <p>3- PGFTU responded to the Palestinian Authority's demand on conducting external auditing, especially after receiving quite a big amount from the Hl Stadrut (the Israeli Trade Union) as a compensation for the Palestinian workers who lost their jobs in Israel.</p>
<p>Describe in what way FNV-support has been important for this.</p>	<p>FNV, like other donors, conduct monitoring reports on the activities held with PGFTU.</p> <p>Through the meetings and workshops which are financially supported by FNV, PGFTU was able to build the capacity of the staff to conduct financial planning, planning and managing projects.</p> <p>Also due to those workshops, the staff and the workers are more aware of the importance of the democratic process and elections, which made them demand it in their unions.</p>

Democracy and transparency

<p>Describe an example of a union or central that has implemented innovations in terms of democracy and transparency</p>	<p>The women department in PGFTU held an impressive conference for 2 days in December 2010. (The Second Women Conference) 60 women and 15 men in addition to representatives from international organizations (e.g. LO-Norway, 3 F DK- TUC Uk - TCO-Sweden were among the donors</p>
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	<p>present) in addition to representatives from civil society organizations, and representatives from the Palestinian Authority including the Minister of Social Affairs.</p> <p>The conference was totally organized by the members of the women department in PGFTU, working papers were presented and discussed on the situation of working women in Palestine.</p> <p>The conference agenda covered health and safety measures with a strong focus on pregnant women and the agricultural sector), childcare and especially the particular needs of working women in the childcare sector (who earn the lowest wage at around 100 euro a month), and women in decision making structure. On this last point the 1st PGFTU women's conference had established a 20% quota, at this 2nd conference women were complaining about the fact that the quota is not respected in certain sectors. At the confederation level, the quota is well respected including in the national executive committee.</p> <p>Many interventions were about the laws not being enforced and the clearly insufficient number of labour inspectors. The feedback and the recommendation show that women have a say in PGFTU policy and positions. For example, the current efforts of the PGFTU for the introduction of a minimum wage were clearly backed, stimulated and pushed for by women.</p> <p>The women also stressed upon the role the Israeli occupation in harming the Palestinian labour and holding back important decisions by the Palestinian Authority in implementing law relating to labour issues.</p> <p>Speeches were made against the establishment of the illegal Israeli settlements as well.</p> <p>The main recommendations of the</p>
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	<p>conference are:</p> <ol style="list-style-type: none"> 1- Conducting a developmental review of the Palestinian Labor Law from the prospective of gender, and making amendments on the articles concerning women employment, articles concerning employment safety and social protection of working women, maternity protection and providing care for patient and older people. 2- Promoting the judicial system through forming specialized courts for labor law cases, labor disputes, discrimination cases ...etc. 3- Promoting women participation in the central public policy and all the tripartite committees in all geographical and sectors especially those where women work the most. Women representation should not be less than 30%. 4- Empowering the international relations in the PGFTU and its partner general unions with similar international federations in order to network and develop the relations with women committees or gender departments in such unions. 5- Networking with international, national, and local women organizations and forums in order to exchange experiences, promote equality, eliminate all forms of discrimination against women, and promote women presence in decisions making positions. 6- Promoting the participation of Women Department in international and national campaigns like those for better implementation of International Labor Conventions, and campaigns aiming at promoting women
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	<p>participation in trade unions leadership.</p> <p>7- Promoting and improving women participation in PGFTU's representation to conferences and PGFTU's delegations to the General Federation.</p>
<p>Describe in what way FNV-support has been important for this.</p>	<p>-Through the regional and international meetings and workshops with several international and regional organizations which are held with the support and the facilitation of FNV, the members of PGFTU are able to learn from the experience of other trade unions; where the experience and knowledge of the negotiations skills, campaigning, networking and lobbying is gained.</p> <p>-PGFTU members and leaders gained the ability of planning, evaluating and re-planning.</p> <p>-FNV supports PGFTU financially to enable them to conduct workshops and seminars to educate people on the trade unions, democracy, women's rights, networking, lobbying ...etc.</p> <p>-The consultant personally attended one of the PSI workshops on women empowerment in at work and in unions, and noticed the hard work of the PSI-Middle East enthusiasm and support of women rights, and also noticed the great participation of women. The Palestinian women had a great role in participation and discussing women rights related issues.</p>

Sustainability

Membership

(In case of GUF state information of affiliates that participate in the FNV project)

Name of trade union (and GUF affiliated) or central	PGFTU
Number of members of trade union, confederation or central	180,000
In/decrease in membership over de past year	<p>Based on information from the General Secretary of PGFTU (Shaher Saad) the number of members in 2009 was 240,000 members. The number has decreased due to poverty and unemployment. Workers are not able to pay their union fees and membership.</p> <p>It is worth to mention also, based on the PCBS statistics, the number of employed women decreased from 126 thousand to 120 thousand between the 4th quarter of 2009 and 1st quarter of 2010.</p>

(for additional tables on reactions government authorities **copy paste the above table**)

Representativeness

Membership trade unions/membership base organizations: women

Name of organisation:	PGFTU
Sector/area/company:	Public Services
Number of employees/workers in the sector or area or company that is covered by the organization/ in your country.	180,000
Number of women in that sector or area or company covered by the organization/ in your country	28,800
Number of members of the organization / trade union members?	450
Number of female members of the organization?	150
Number of union leaders?	17
Number female union leaders?	7
In case of federation: Number of union leaders at federation level (of GUFs)?	<number>
In case of federation: Number of female union leaders at federation level?	<number>

(for additional tables on reactions government authorities **copy paste the above table**)

Membership trade unions/membership base organizations: youngsters

Name of organisation:	PGFTU
Sector/area/company:	Public Services
Number of employees/workers in the sector or area or company that is covered by the organization?	180,000
Number of youngsters(<35) in that sector or area or company covered by the organization?	108,000
Number of young (<35) members of the organization?	300
Number of young (<35) union leaders?	3
In case of federation: Number of young (<35) union leaders at federation level?	

(for additional tables on reactions government authorities **copy paste the above table**)

Legal position of the FNV partner organisation

(you can group those organizations to whom the same story is applicable)

Name organisation	PGFTU
Describe the legal position	<p>Based on the legislations and regulations of the Palestinian Authority, it is legal and officially recognized to establish workers unions and federations. However, based on personal observations and based on international reports, the Middle East remains among the regions of the world where union rights are least protected.</p> <p>PGFTU is considered the main federation in Palestine; it has an estimated membership of 180,000, and is affiliated with the International Trade Union Confederation (ITUC). The union in its current form is historically aligned with Fatah, the rolling fraction in Palestine, but other parties have also worked within its organization.</p> <p>PGFTU is a recognized institution to the Palestinian Authority, companies, employers and employees. It succeeded in representing workers and employees over the past years, and worked on modifying the Palestinian Labour Law, and adding new articles to the law to benefit the Palestinian workers.</p> <p>PGFTU is always included and their perspectives are taken into consideration in the Palestinian Authorities' discussions on implementing and applying labour laws; for example, PGFTU was part of the meetings, discussions and decision making process in regard to implementing the Palestinian Labour law. Whereas PGFTU succeeded in putting pressure on the authorities to comply with the international labour standards when applying the laws.</p> <p>Also the women department in PGFTU is always included in meetings in regard to modifications of the Family Matters Law which discusses issues like parenting matters, property settlements, marriages and</p>

	<p>divorces, and consequences of divorces and asset protection, child support, adult child maintenance and spouse maintenance, and so on.</p>
<p>Most important changes over the past year in the legal position of the organization</p>	<p>Since the beginning of 2010, PGFTU is in the process of discussions and negotiations on the Social Security Law, which is a law initiated by the Palestinian Authority but due to agreements with the World Bank to implement the World Bank Structural Reform Programs, the Palestinian Authority cancelled the law in 2004.</p> <p>Several campaigns including meeting and corresponding with the Palestinian official in order to implement the social security law took place in 2010. The Campaigns included demonstrations, letters, signs, and callings in the local media tools. And recently, a meeting, supported by representatives from ITUC and ILO, with the Minister of Labour and with Mr. Mahmoud Abbas, the Palestinian President, took place in October of 2010, to express the international support and the importance of implementing and applying such law.</p> <p>PGFTU, together with international donors and representatives held a conference under the name of “The Social Security Conference” in the city of Nablus in January 2011. Several Palestinian officials attended the conference including the Minister of Labour, the Minister of Health, the Head of the Palestinian Central Bureau of Statistics and many officials (at least 150 attended the conference) where study papers were presented illustrating and explaining the situation of the Palestinian workers and the importance of applying the social security law.</p>

(for additional tables on reactions government authorities **copy paste the above table**)

International solidarity

<p>International solidarity has contributed to maintaining or improving the position of the trade union movement this year.</p>	<p>yes</p>	
<p>If yes, explain:</p>	<p>PGFTU has a huge international solidarity and support. Several agreements have been established; particularly support agreements, with international organizations and international trade unions.</p> <p>PGFTU has been receiving international funds to empower and strengthen the union movements. During the past years, agreements with international trade unions and organizations have been developed aiming at strengthening the unions, empowering the women and their role, empowering the young leadership, empowering the information departments in unions, exposing the Palestinian unions to international communities and trade unions, defending workers in both the Palestinian territories and Palestinian workers in Israel.</p> <p>The aim and mission of those agreements and support has been proving achievements for the PGFTU; pressure is practiced to implement labour laws and apply laws which comply with international labour standards in Palestine, more women and young workers joined the unions, and not only that but also their leadership role has increased, whereas only one woman was in the PGFTU's executive committee and after the elections which took place in 2007, four women were elected to join the executive committee out of 25 members. The Congress and elections together with some other activities were urged and supported by international trade unions and organizations.</p> <p>PGFTU is a member of the International Trade Union Federation (ITUC), and several affiliated unions of PGFTU are members of international organizations, for example the Public Services Union is a</p>	

	<p>member of the Public Services International (PSI), and the Building and Wood Workers Union is a member of the building and wood Workers International (BWI).</p> <p>Being a member of those international organizations gave the PGFTU the opportunity to be exposed to international standards and experiences; attending the international meetings, workshops and conferences and even having a union to union meetings participated enormously in the capacity building process of the union representatives and members; their knowledge in planning, organizing and management (administrative and financial management) has increased.</p> <p>The international solidarity for PGFTU has increased in the past few years for political and human reasons; PGFTU has a different situation due to the political situation of Palestine; PGFTU has a political representation in taking positions and actions against the occupation of the Palestinian lands and representing the Palestinian workers in the Israeli areas. The difficult situation of the Palestinian workers and people brought the attention of the international communities, which created pressure to support the Palestinians including PGFTU by international human rights organizations and international trade unions in particular to help and support the Palestinian case and people through PGFTU. International campaigns, conferences, speeches, brochures, media tools, international visits to Palestine, inviting members of PGFTU abroad to share the experience of the unions and living in Palestine; all that was fully supported by international organizations and unions.</p> <p>It is also worth mentioning that PGFTU receives financial support from those organizations to be able to empower its department, to send their messages</p>
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	<p>internationally, and to conduct projects and workshops and conferences to empower the trade union, the affiliated unions and the workers.</p>
<p>Important changes in international solidarity over the past year:</p>	<p>PGFTU is enjoying an increased international support.</p> <p>During the past year, PGFTU had more support in several areas. A few examples:</p> <ul style="list-style-type: none"> -As mentioned before, specifically in the legal position of PGFTU, PGFTU is working on putting pressure on the Palestinian Authority to adapt the social security law. ITUC supported PGFTU; representatives from ITUC together with the head of ILO office in Jerusalem held a meeting in the city of Ramallah, in October 2010, with the Minister of Labour and with the Palestinian Authority's president Mr. Mahmoud Abbas to discuss the importance of applying such law, where the representatives were promised that a positive reactions will take place. -PGFTU and its unions are playing a role in implementing peace in the area with Israel through their agreements with Histadrut (The Israeli Trade Union). <p>PGFTU gained an international support and solidarity in condemning the Israeli occupation and actions against Palestinian workers. In this case ITUC encouraged both trade unions in both sides to resume negotiations to achieve just and fair resolutions to the conflict and to reinforce cooperation between the trade unions.</p> <p>Also ITUC in its congress which took place in Canada in June 2010 called for support to PGFTU and to enhance the Palestinian economy, stressing upon the importance of decent work and social protection which are central to a viable economy. And stressed upon the importance of supporting the Palestinian Authority to implement commitments to introduce laws in line</p>

	<p>conventions 87 and 98.</p> <p>-Another example is the TUC Trade Union Congress-UK) support for PGFTU and a Palestinian state. TUC released statements in the past year supporting PGFTU and boycotting the illegal Israeli settlements and their products. In their statement TUC, restated their solidarity with PGFTU and urged unions to financially support PGFTU, and they also confirmed their support for the peace process and the agreements between PGFTU and Histadrut. They also stressed upon the importance of ending the blockade in Gaza.</p> <p>-In December 2010, the Women Department of PGFTU held their conference to present obstacles and issues which Palestinian women workers face. This conference was supported in several aspects and attended by international organizations like ITUC, LO-Norway, 3F Denmark and TCO Sweden.</p> <p>-There is also an international support to empower the youth participation in PGFTU, for example, CLC Canada started a project in 2008, and it is still going on, where in several workshops and meeting for youth took place. In addition, some unions invite Palestinian youth from PGFTU to participate in their youth committee meetings. LO-Norway invites 4 Palestinian annually to participate in their meetings in different cities in Norway, in the past year the meeting took place in June, where young Palestinian women participated in presenting papers about the situation of Palestinian workers and learned and exchanged experience with the youth of LO-Norway.</p>
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Priority in labour and trade union issues according to trade union leaders:

Issue	<u>Priority</u> indicate 1 st , 2 nd 3 rd , 4 th and 5 th priority by putting 1, 2, 3,4 or 5 (you have to choose between 1, 2 3, 4 and 5, you cannot repeat)	<u>Improvement</u> Indicate on a scale from 5 to 1 from most improvement you observe in society (5) to hardly any improvement (1) and no improvement (0), and when things have gone worse over the past year you can use a negative number (you can fill in a number in each box)	<u>Activity</u> Indicate on a scale from 5 to 1 in which field you have developed most activities (5) hardly any activities (1), or no activities (0).)You can fill in a number in each box)
Employment stability	4	1	5
Workweek			
Health care			
Social security	1	2	5
Salaries	2	2	5
Collective bargaining agreement	5	3	5
Eradication of discrimination			
Equal opportunities at work			
Health and safety	3	3	5
Trade union freedom			
Child Labour			
Forced Labour			
Reduction of informal employment			
Job creation			