

ETUC STANDardisation

Project Evaluation

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Executive summary

The Framework Partnership Agreement as part of which the ETUC STAND project was set up in 2015, is coming to a close on 31 December 2020. The ETUC has therefore carried out an evaluation of the project over the past 4 years in order to assess its achievements and challenges, as well as the lessons learnt.

In general, there is a growing understanding in the European Standardisation System of the need to better involve the interests of societal stakeholders – including trade unions - in the standards development process. At national level, trade unions often lack the resources to actively participate in the standard setting process, and as a result, national delegations, who hold the voting rights, lack balanced participation. The ETUC STAND project was set up to help fill this gap by coordinating trade union participation in the development of selected standards at the European - and international – level. The participation ranges from direct involvement within a variety of technical committees and working groups that deal with workplace environment and working conditions, as the outcome of the work could improve or undermine working conditions. It also includes awareness raising activities and trade union capacity building initiatives.

The evaluation consists firstly of a qualitative analysis of the activities carried out in the project. The results of the evaluation highlighted that, except in machinery and ergonomics standardisation, the “standardisation knowledge” is relatively low amongst trade unions as their focus is mainly on collective agreements, social dialogue and the legislative process. Raising awareness activities and capacity building are therefore essential to further develop expertise.

In comparison to European Union regulation on standardisation, the participation of societal stakeholders at international level is not foreseen. It is therefore important on one hand to monitor the standardisation work carried out at the international level. Such monitoring can only be carried out in coordination with the ITUC; on the other hand, it is important to ensure that international standards when adopted at European level do take into account the interests of trade unions – when relevant - in their development.

The ETUC has also conducted as part of the evaluation a survey within the members of the ETUC Special Committee on Standardisation and the external experts contributing to the project. The survey was sent to 50 trade union organisations, members of the committee, of which 24 are active in standardisation. From the 24 active members, 19 trade union organisations have replied to the questionnaire. In terms of the overall assessment of the ETUC STANDardisation project and its activities, the feedback is in general very positive. All respondents have stressed the important role played by the ETUC STAND project in ensuring that trade unions participate in standardisation, and strongly encourage its continuation.

Lastly, the evaluation has enabled us to look back at these past 4 years in numbers (see section 4) **A look back over the years in numbers** on page 15), and to note how the project has evolved in time. Over the years, the ETUC STAND project has established necessary structures. The secretariat continued to carefully develop its activities in contributing and/or monitoring the development of work in standardisation committees. It has raised more awareness amongst trade unions at national and sectoral levels on standardisation issues.

I. Context:

The European Trade Union Confederation (ETUC) launched in 2015 the ETUC STAND project, which aims at supporting and reinforcing trade union representation and effective participation in the development of European and international standardisation, to shape it in line with the ETUC strategic priorities¹. The project is financially supported by the European Commission (EC) and the European Free Trade Association (EFTA) in the context of a Framework Partnership Agreement concluded for 4 + 2 years, until December 2020. In 2019, the budget granted to the ETUC STAND project was of 363.885 euros.

The ETUC STAND project's main objectives are:

- To increase trade union representation in the standardisation decision-making process.
- To improve the quality of standards relevant to workers.
- To build trade union capacity.
- To raise awareness.

These objectives are reiterated in the [ETUC Action Programme 2019-2023](#) adopted at the 14th Congress in Vienna, which lays down the priorities for the next 4 years.

II. Evaluation of the ETUC STAND project:

1) Purpose of the evaluation:

The current Framework Partnership Agreement (FPA) is coming to a close on 31 December 2020. It was agreed at the ETUC Congress in Vienna², that the ETUC will apply for a new Framework Partnership Agreement beyond 2020, and with a view to preparing the following FPA to be agreed with the European Commission and EFTA, the ETUC is proceeding with the evaluation of the project. This will allow a better assessment of the achievements and challenges of the projects and will help reflect on the future priorities.

The final evaluation of the project builds on the discussions and exchanges with the ETUFs and the ETUC Executive Committee. Following the first 3 years of the project, a mid-term review meeting with the ETUFs took place in January 2018. The objective of the meeting was to shed some light on the activities the ETUC STAND project was carrying out, and 'to intensify the cooperation with the ETUFs'³. The review meeting gave members the opportunity to share experience in standardisation and to convey their expectations with regards to the project. The conclusion of the review meeting was '(...) *that while there is no "quick solution", we need more support from our affiliates to raise awareness and increase influence in standardisation committees, both at technical and policy level. The ETUC will continue using the good exchange we have with the EC. The ETUC will continue its active involvement and at the same time, will exert political influence to change legal framework on standardisation on the long term.*' [No further discussions or actions were taken following this meeting on the latter conclusion.] *It was further agreed that the ETUC should continue to make sure that social dialogue prevails over standards'.*

¹ See **ETUC resolution on the rationale for trade union participation in standardisation**, adopted by the Executive Committee on 16 and 17 December 2015 (Annex 2).

² *ETUC Action Programme 2019-2023*

³ *Minutes of the ETUC STANDardisation project, mid-term review with ETUFs*

Moreover, an update on the ETUC STAND project was presented at the Executive Committee meeting in July 2018⁴. Again, the aim of the report was to give a state of play on the project's activities, and to give an overview of the priorities as laid down in the project's annual work programme submitted to the European Commission and EFTA.

2) Achievements, challenges and lessons learnt

At the political level:

There is a growing understanding in the European Standardisation System of the need to better involve the interests of societal stakeholders – including trade unions - in the standards development process. However, and mainly due to the **national delegation principle**⁵, too often trade unions are absent and therefore not taken into account in standards. In addition, at national level, trade unions often lack the resources needed to actively participate in the standard setting process, and as a result, national delegations, who hold the voting rights, lack balanced participation. The ETUC STAND project was set up to help fill this gap by coordinating trade union participation in the development of standards at the European level.

The [European Regulation \(EU\) 1025/2012](#) recognises the importance of participation of societal stakeholders at national level and complementing this through support at the European level from the recognised European organisations representing consumers ([ANEC](#)), environmental interests ([ECOS](#)) and social interests ([ETUC](#)) – the so-called Annex III organisations. The European association representing Small and Medium Enterprises (Small Business standards, SBS) have obtained the integration of SME priorities and are recognised in the Annex III of the regulation alongside the other three organisations. The Regulation further highlights that the active contribution of these organisations is valuable for European standardisation, in particular as the expertise needed to represent societal stakeholders effectively in the process of standards development at national level is often weak or absent.

In 2016, the ETUC signed the Joint Initiative on Standardisation (JIS) following the consultation of its affiliates. The JIS was meant to better integrate all stakeholders in the standardisation system, and to more efficiently address policy issues. The JIS was composed of various actions. The ETUC contributed namely to the JIS action 9 addressing 'Inclusiveness, transparency & effective participation of all stakeholders in the European Standardisation System', action 15 'on International participation', and its Steering Committee.

The JIS culminated into a High Level Inter-Institutional Dialogue event held on 7 June 2019. The ETUC made a strong plea to better include trade unions and to address the various weaknesses of the standardisation system, which include the non-citation of standards in the Official Journal of the EU, and the insufficient presence of national and European public authorities in the European standard drafting process.

At the technical level:

The ETUC, via its trade unions and external experts, participates at technical level on selected standards by means of direct involvement within a variety of technical committees and working groups, where the

⁴ Update on the standardisation dossier ETUC STAND project, July 2018 (see Annex 4).

⁵ The European Standardisation System is based on the **National Delegation Principle**. CEN and CENELEC are organisations formerly recognised by the EU to develop European Standards. Their membership is made up of National Standardisation Bodies (NSBs). When CEN or CENELEC elaborates a new European Standard, they set up a dedicated European technical committee. At the same time, at the National level, NSBs create a "National Mirror Committee" reflecting the work of the European technical committee, which enable all national interested parties (enterprises, workers, public authorities, NGOs, etc.) to participate in the creation of the standard at national level and in their own language. These National Mirror Committees elaborate a national position for the drafting and voting of a European standard, which is then presented at the European technical committee.

standards are in practice developed, dealing with worker issues. It is pertinent that trade unions are involved in the discussions and decisions in those technical committees where the outcome of the work could improve or undermine working conditions.

A brief overview of the ETUC involvement in the technical committees and its impact on the standards developed there can be found in Table 1.

For instance, ISO/TC 314 'Ageing societies' is developing an international standard ISO/CD 23617 'Ageing societies — Guidelines for an age inclusive workforce' that aims to ensure older employees have among other things: meaningful work, access to training, and adapted workplace design. Due to our involvement, the ETUC could include in the draft standard several recommendations from the European Social Partner Autonomous Framework Agreement on Active Ageing and Intergenerational Approach⁶ to promote a healthy, safe and productive working environment and work organisation to enable workers of all ages to remain in work until legal retirement age.

In addition, the ETUC, together with the other societal stakeholders recognised in the annex III of the Regulation, have succeeded in obtaining the so-called right to submit a Formal Opinion. The right, effective as of January 2017, is not a vote per se but it allows societal stakeholders to convey its Favourable or Not Favourable assessment on a standard. The Opinion needs to be taken into account by the CEN-CENELEC Technical Board. The ETUC has increasingly made use of the Formal Opinion mechanism the last 2 years.

In October 2019, the ETUC submitted a Non-Favourable Formal Opinion on FprEN 45554 "*General methods for the assessment of the ability to repair, reuse and upgrade energy related products*", which was out for Formal Vote in CEN-CENELEC Joint Technical Committee (JTC) 10. Although the ETUC supported in principle the future adoption of the standard, the ETUC strongly recommended in our Formal Opinion the development of a complementary standard to address specifically the material efficiency of the repair or maintenance operations of energy related products.

The JTC 10 Secretariat took note of our proposal and is supporting it. They are now considering the development of a further document, covering the "Material Efficiency of the Repair of ErP" as requested by the ETUC.

In terms of awareness and capacity building:

Trade unions' involvement in standardisation has mainly been directed to machinery and ergonomics. The "standardisation knowledge" in other domains is relatively low amongst trade unions as their main focus is to improve working conditions and working environment via collective agreements and social dialogue, and legislation. Raising awareness activities and capacity building are therefore essential to further develop expertise. This is a long-term process, which is necessary to increase trade unions mobilisation to act in standardisation.

Awareness covers many components:

- Training on standardisation processes;
- Identifying standards with important workplace and workers' related components:
- Raise standard writers' awareness on the fact that workers' components must be considered, as often standard writers do not take into account the fact that the standards developed may have workers' components to them. Also, the standardisation procedures allow trade unions to participate in any

⁶ https://www.etuc.org/sites/default/files/press-release/files/framework_agreement_on_active_ageing_003.pdf

standardisation work by simple request. Sometimes standard writers ignore this, albeit to a lesser extent now.

- and that standardisation procedures have to be respected
- Develop monitoring tools allowing societal stakeholders to identify relevant standardisation initiatives
 - o Building trade union expert capacity.

The ETUC has organised increasingly over the years national seminars providing trade unions with trainings courses and awareness raising sessions, with as aim to develop capacity and expertise and promote participation of trade union experts in the development of relevant standards.

2017:

- Italian Trade Unions – UNI – ETUC joint national seminar, 7 November 2017, Milano, Italy
- GWU – ETUC joint national seminar, 24 November 2017, Valetta, Malta

2018:

- LBAS – LVS – ETUC joint national seminar, 13 June 2018, Riga, Latvia
- Lithuanian Trade Unions – LSD joint national seminar, 18 October 2018, Vilnius, Lithuania
- FNV – NEN – ETUC joint national seminar, 25 October 2018, Utrecht, Netherlands

2019:

- FRATIA-ALFA-BNS-CSDR-ASRO-ETUC, joint seminar, 28 March 2019, Bucharest, Romania
- SEK – CYS – ETUC joint national seminar, 3 April 2019, Nicosia, Cyprus

The national seminars have been very much welcomed by both national trade unions and national standardisation bodies. For some countries, such as Latvia and Lithuania (in 2018) and Romania (in 2019), no collaboration existed between the two and the event set the first step for a future cooperation. Considering the positive impact of these events on the cooperation between trade unions and standardisation bodies, the format could be of relevance for seminars in future.

However, it is important to note that the outcome of such trainings can have limited results in terms of participation in national mirror committees, if trade unions have to continue paying high fees to access the standardisation bodies, as it is currently the case in several countries.

Also, due to the multiplier effect, higher visibility of standardisation work in the trade union movement generates more “political” discussions with European Trade Union Federations, which requires more focus, time and resources to be mobilised.

It is important to raise awareness on the standardisation work within the ETUC and its different Permanent Committees. To this end, the team of the standardisation project has tried whenever possible to hold short information sessions in the different Permanent Committees’ meetings.

Although at the political level, trade unions’ participation is not questioned, there are in practice many challenges to the effective participation of societal stakeholders in standardisation. Over the past 4 years, the ETUC has contributed in fighting those barriers. The procedure for the nomination of trade union experts to technical committees is now clear and easy to follow, same as the access to the documents, which were somewhat difficult in the past.

English is the language used in European and international standardisation, but not at national level, so many trade unions continue to rely on interpretation/translations. This is a major handicap to actively contribute to standardisation activities. The ETUC STAND project has therefore foreseen English language courses for trade unionists involved in technical committees. The course focusses on English terminology used in

standardisation. The high interest in the language course has confirmed the need for such a training. Annual courses are organised since 2017. In 2017, 6 experts participated to the English course in York, UK. In 2018 and 2019, the English course was organised in Valletta, Malta and saw on both occasions the participation of 5 ETUC experts.

The international context:

In 2018, it was agreed with DG GROW, to increase the ETUC STAND project's focus on the development of international standards. Indeed, although initially the project was to focus on standardisation at the European level only, many standardisation topics of interest to trade unions and workers, or with a direct labour component, are increasingly taking place at the international level. Once adopted, these international standards are often transposed into national standards, bypassing the European level and de -facto bypassing the regulation 1025/2012 on standardisation. ISO and IEC are **not** required to comply with regulation 1025/2012 and only take into account the WTO rules. In addition, the principle of primacy of international standardization recognized by the EU standardization system implies the Commission's policy to align European standards as much as possible with the international standards adopted by the recognised International Standardisation Organisations.⁷

An ISO standard can, at any time, become a European standard or a national standard. ISO standards can be transposed into a European standard by a simple CEN/Technical Board resolution, lasting only six weeks. Or alternatively, the European National Standardisation Bodies can easily transpose the ISO standards as national standards, bypassing the European (CEN) level. CEN's only "added value" is the obligatory transposition at national level, ensuring as such full harmonisation throughout Europe. Pre-emptively participating at the international level, is one of the avenues by which trade unions can influence the content of the international standard, which can become a national standard. Another avenue to investigate is that the European Commission and European standardisation authorities review the principle of primacy of international standardization, foreseen in the Vienna Agreement for the transposition of international standards at the European level. The review should aim at guaranteeing a robust control of legality and compatibility of international standardization before authorizing their application at EU and national levels.

Furthermore, a better integration of trade unions in ISO activities would be needed, in particular because of the shift towards international standard setting activities and because of the overall increased use of international standards.

The ETUC joined the other Annex III organisations in asking ISO and IEC to enter into dialogue. A first joint letter to ISO and IEC was sent in January 2018, to request a discussion on the improved "inclusiveness" of the system. ISO and IEC turned down our request. The Annex III organisations have recently tried to re-open the discussion with ISO and IEC, and met with both organisations on 20 November 2019.

The European Commission supports the Annex III organisations in this position. The chapter of the [annual Union work programme for European standardization 2020](#) (COM(2019) 486 final) on Inclusiveness (4.2) states:

'Inclusiveness and transparency are the key features of the European standardisation system. The Commission will therefore continue to support the involvement of stakeholders representing SMEs, consumers,

⁷ https://ec.europa.eu/growth/single-market/european-standards/policy/international-activities_en (COM(2011)-311, point 7).

environmental interests and trade unions in the standardisation process (referred to as the Annex III organisations).

The European standardisation organisations CEN and CENELEC and the international standardisation organisations are based on the national delegation principle. As a rule, the participation of experts in the elaboration of standards is expected to be open to everybody. The Commission calls upon the Annex III organisations to include, in their annual reports, any incident where stakeholders requested but did not manage to participate in the standardisation activities; **this reporting should also include the international level (ISO, IEC)**.

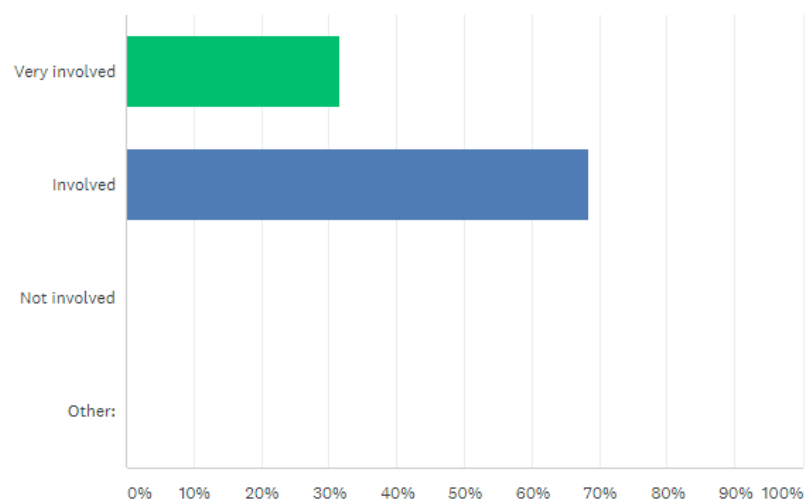
3) The assessment of the Special Committee on Standardisation

The ETUC has circulated, on 26 November 2019, a questionnaire (see attached annex 1) to the members of the Special Committee on Standardisation and to the experts contributing to the project. The deadline for feedback was 18 December 2019. A general reminder was sent on 5 December and individual messages to the members that had not replied to the questionnaire on 20 December. The survey was sent to 50 trade union organisations, members of the Special Committee, of which 24 are active in standardisation. From the 24 active members, 19 trade union organisations have replied to the questionnaire.

All respondents have indicated being involved in the ETUC STAND project and a large majority are engaged in the activities of the project namely to increase trade union participation in the standardisation decision process, to provide feedback on relevant standards and issues, in trade union capacity building activities, and by circulating and coordinating the information to the relevant people within their respective organisation.

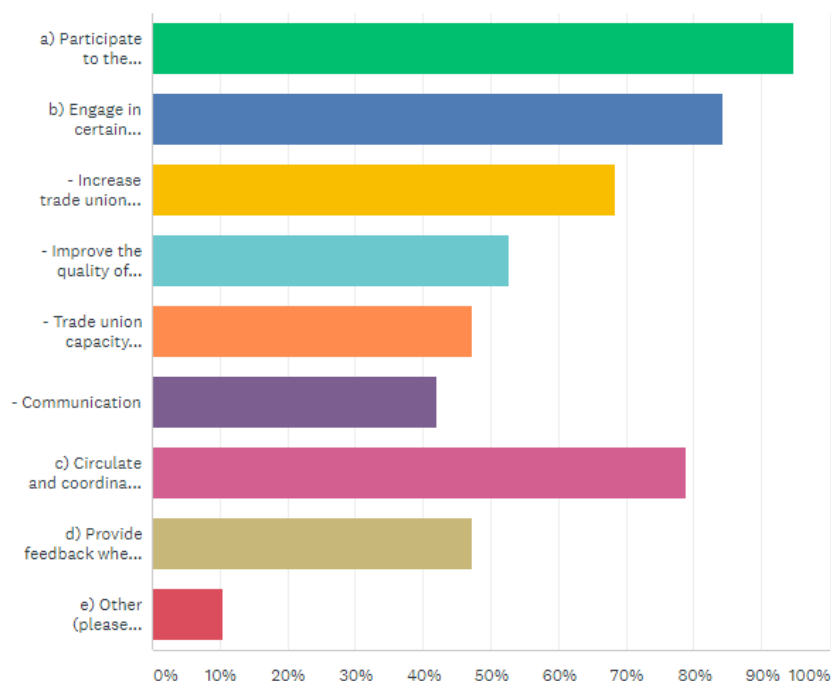
Engagement/participation How involved are you/your organisation in the activities carried out by the ETUC STAND project?

Answered: 19 Skipped: 0



Which of the actions listed below do you carry out relating to the project?

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ a) Participate to the Committee on Standardisation meetings	94.74%	18
▼ b) Engage in certain activities (cross the most relevant):	84.21%	16
▼ - Increase trade union participation in standardisation decision processes	68.42%	13
▼ - Improve the quality of standards for workers	52.63%	10
▼ - Trade union capacity building	47.37%	9
▼ - Communication	42.11%	8
▼ c) Circulate and coordinate the information when needed to the relevant people in my organisation	78.95%	15
▼ d) Provide feedback when needed on issues of relevance to my work	47.37%	9
▼ e) Other (please specify)	Responses 10.53%	2
Total Respondents: 19		

3.1. Overall assessment:

In terms of the overall assessment of the ETUC STANDardisation project and its activities, the feedback is in general very positive. All the 19 organisations that have replied to the survey stressed the important role played by the ETUC STAND project in ensuring that trade unions participate in standardisation, and strongly encourage its continuation. One member explicitly supported a new project application.

It was unanimously agreed that trade unions need to be involved in standardisation to ensure the work in standards do not have a negative impact on workers. Many important issues such as OH&S, regulated at national level where trade unions have a democratic right to participate freely and influence decision making, have now moved to the European level. When it comes to health and safety for instance, one organisation specifically noted that the [REFIT](#) programme (the Commission's regulatory fitness and performance

programme) has led to a wipe out of details in national OH&S regulations, and standards are often used as an argument for doing this. Moreover, one respondent noted specifically that another problem for trade unions is that employers and industry use (ISO) Management System Standards and service standards to encroach collective agreements. ISO 45001 and ISO 26000 are clear examples of this. ISO 45001 is used to debar the trade union representatives and safety representatives from the daily work with H&S issues. And ISO 26 000 is used as an excuse for not signing up to a collective agreement. This is why the ETUC STAND work is essential to ensure the work in standards do not impact negatively workers and collective agreements. Taking part in standardisation is for many trade unions damage control.

The need for more funding was mentioned recurrently by members when replying to the different questions of the survey. The project provides good quality work considering the little available resources. It is very resource consuming to screen the many standardisation activities - both at European and international levels - and to raise awareness on the most relevant standards and to monitor the work in almost 20 technical committees. More resources need to be allocated to the ETUC STAND Secretariat to ensure a robust and efficient competence centre on standardisation.

The results of the survey clearly show that members appreciate the work carried out within the project and find the work, documents and newsletters prepared to be very useful; *'the ETUC STAND provides a very good platform for exchange, provides interesting information, and is on the alert regarding relevant developments on European and international standardisation processes'*.

3.2. Engagement:

Respondents have expressed the need for members to contribute more to the project's activities, as some are currently not very active. More should be done to raise trade unions' awareness. It was noted that trade unions have the responsibility to participate, influence, formulate questions, statements and to set the agenda in all areas that may affect workers, and standardisation is definitely one of these areas.

Moreover, as voting powers on standards development are at national level with the National Standardisation Bodies (NSBs), a good trade union network is crucial to influence the national vote. One priority should be to build standardisation capacity amongst the (national) trade unions, including via the expansion of a strong network of trade union experts. To set up a good national network, it is important to screen the degree of affiliates' involvement in the respective NSB. It was noted however, that there seems to be an *'increased understanding that the development of standards can be an appropriate way of making "soft regulation" concerning matters relating to the protection of employees/workers and improved health and safety conditions'*.

The survey indicated that more specifically in the service sector, it is all the more important to monitor standards, which are increasing significantly, as they can directly affect and sometimes even shape working conditions and the working environment. Indeed, service standards can cover occupational health and safety, personnel selection and training processes. The ETUC therefore needs to further develop its affiliates' monitoring and influence capacities in the service standardisation process. The further involvement in services was mentioned throughout the survey including under 'improvement', see below.

3.3. Suggestions for improvement:

Capacity building activities were mentioned unanimously, with members suggesting more specific trainings on for example the terminology used in standardisation or on the effect of standards in the work organisation.

Seminars could also be organised on best practices to disseminate the impact and positive experience trade unions can have in standardisation activities.

Members have also insisted on the exchange of information, and on the need to improve communication between the ETUC and the member organisations, ensuring that it is transparent and open, as well as timely to give the member organisations the opportunity to evaluate and assess the activities that the ETUC proposes to undertake.

The setting up of dedicated Task Forces was very much welcomed and encouraged. Such transnational working groups, coordinated by the ETUC STAND and related to important EU or international standards, are very useful and help the work of experts at national level. The Task Forces could meet if needed in conjunction with the ETUC Committee of Standardisation. This would perhaps allow to alleviate the committee's meeting very busy agenda.

Additionally, it was suggested to increase the project's resources to extend the work particularly in the service sector, the reason given is that 70% of EU GDP is generated in the service sector. Extensive efforts have been deployed at European level to accelerate the development of service standards, with the "New Approach" developing harmonised standards to promote the free movement of goods and services. The "New Approach" aims at avoiding specific national requirements by limiting legislation to general requirements for health, safety and environment, and other aspects relevant to trade union interest. The specific requirements are then addressed in standards.

Finally, it was also suggested to involve more industry federations at the European level, as the majority of standards have specific importance for single sectors of economic activity. Experts from the scientific level could be involved when dealing with specific standards.

3.4. Priorities/areas of work:

Concerning the priorities/areas of work the project should focus on, the majority of organisations supported and agreed with the priorities set out in the ETUC Action Programme 2019-2023. In general, the ETUC STAND project should work on standardisation activities - this can be in any field, from OSH, service, to the digital economy - which affect workers or working conditions, to either support it - if the final document contributes to a better protection for workers or complements the national legislation for more rights for workers - or to oppose it - if it is against workers' rights, or encroaches collective bargaining. National sector trade unions and ETUFs should be the prime actors to early detect these standards.

In reference to the 'New Approach' mentioned above, the need to focus on harmonised standards was underlined. It was recommended that trade unions should consider participating in the mandates given by the Commission to EU standardisation bodies for harmonised standards that underpin EU regulation. Trade unions should also participate in the political bodies defining the roadmap for future standardisation work.

Almost all of the respondents have underlined the need to participate at the international level, as more and more ISO standards touch upon trade unions and workers related issues, impacting areas normally regulated by law. ISO does not foresee special arrangements for societal stakeholders' participation in standardisation. International standards are transposed directly into European standards, bypassing the European Standardisation System, and then become National standards e.g. ISO 26000, ISO 45001, etc. Therefore, it should be a priority to increase the number of experts participating in developing ISO standards that will have an impact on workers issues.

In that sense, it was noted how important it is to attend physically the ISO meetings, as often the option to follow the discussions online is not possible or not working properly, and experts have more influence when

participating face to face. Moreover, when engaging in international standardisation, ideally the ETUC should coordinate with the ITUC. This of course also raises demands on an efficient and transparent communication between the ETUC and the ITUC.

3.5. Priorities to consider:

The survey clearly shows that the working environment, OH&S - including psychosocial risks and well-being at work - and HRM standards should continue to be priorities/areas of work the project should focus on.

More specifically, the following areas of work were also mentioned: whistleblowing, sharing economy and new technologies. It was also suggested to look into priorities linked to the employment of young people, women and group of workers at risks.

The importance of including social and environmental considerations into standards has been discussed within the standardisation committee. There was a proposal to set up an ad hoc Working Group tasked with the preparation of a list of elements on social and environmental issues, which trade unionists could put forward when developing new draft standards. Unfortunately, this important work could not be coordinated by ETUC because of the lack of resources. This is an important field of work that needs to be done and it could ideally be part of a new project.

The Working Group could also add the topics below to the work on the list of useful and union-like clauses on social and environmental issues:

- How to enhance service standards supporting workers?
- Identify other to use/ refer to when writing standards for upwards convergence?
- Look into the link between standardisation and the social dialogue – could there be a topic in the social dialogue?

The idea to perhaps work on the implementation of standards was also put forward. One thing is to try to get influence on the content of standards, and this is of course of outmost importance. But what about the implementation of the standards? It could be of interest to hear about how standards are implemented in different countries.

Finally, and practically, amongst the sectors where standards are developed which have a direct impact on workers, priority should be given to those sectors where the trade union movement has in fact identified trade union experts willing to actively contribute to the drafting of these standards. If there are no identified trade union experts, even in important sectors, one cannot influence the standard setting activities. Unfortunately, this is always going to be a capacity issue so that not all areas where it would be good to have engagement actually have it.

3.6. Satisfaction with the activities:

	VERY SATISFIED	SATISFIED	SOMEWHAT SATISFIED	NOT SATISFIED	TOTAL
▼ Increase trade union participation in standardisation decision processes	57.89% 11	31.58% 6	5.26% 1	5.26% 1	19
▼ Improve the quality of standards for workers	42.11% 8	36.84% 7	21.05% 4	0.00% 0	19
▼ Trade union capacity building	38.89% 7	44.44% 8	16.67% 3	0.00% 0	18
▼ Communication	50.00% 9	27.78% 5	22.22% 4	0.00% 0	18

The results of the survey show different degrees of satisfaction. Where members were less satisfied, it was noted that despite the efforts from the ETUC, the feedback provided by national trade unions and/or ETUFs often remains insufficient. This is due to a number of reasons including the fact that for some organisations, standardisation in certain fields of activity, although important, is not their sole prerogative.

3.7. Capacity building:

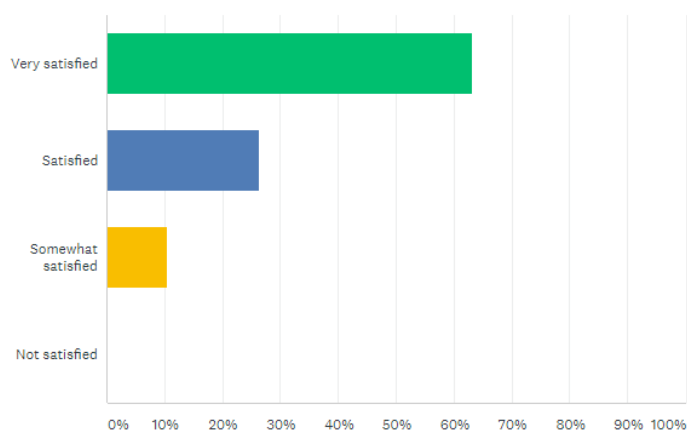
With regards to the capacity building activities of the project, all of the respondents very much welcomed the national seminars which have contributed to strengthening trade union involvement in standardisation. Members have also stressed the important role the ETUC STAND has in coordinating the positions and comments on possible new standards and on the standards themselves, to push forward a common position i.e. 'to act as one voice'.

However, the too few "experts" participating in the capacity building activities have often little impact on the final decision-makers. It was noted that 'although the ETUC congress rightly pays attention to standardisation, it is not a topic of interest to these decision-makers'.

3.8. Communication

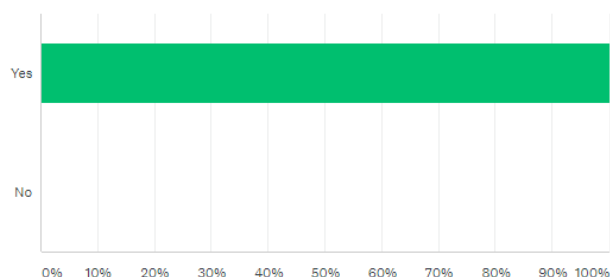
Communication/information to the ETUC affiliates and expertsThe ETUC currently communicates via mailing lists, circulars and newsletters every 2 months. How satisfied would you say you are with the ETUC STAND communication channels?

Answered: 19 Skipped: 0



In general, do you find the information we convey via the above-mentioned channels to be useful?

Answered: 19 Skipped: 0



In general, the large majority of members is satisfied with the communication provided by the ETUC STANDardisation project and find the information very useful.

As a specific comment, it was noted that it is crucial that material and documents from the ETUC are shared well in advance to ensure that the member organisations have time to assess and evaluate the information from and proposals made by the ETUC. It was also suggested to better identify target groups with specific interests and level of knowledge for an increased and more efficient exchange of information.

Finally, it was noted *'that as currently organised, the project is too small and technical, it could expand to better respond to the needs of a world, market, production and work that change very quickly and to which we can hardly respond in real time. The ETUC STAND could be equipped with faster and easier-to-use communication systems such as social networks or publications on specific issues to be consulted via Internet or on paper, but again this bring back the issue of resources.'*

4) A look back over the years in numbers

Over the years, the ETUC STAND project has established permanent structures. The secretariat continued to carefully expand and intensify its activities in contributing and/or monitoring the development work in standardisation committees. It has also continued to liaise with the national trade unions as well as with European Trade Union Federations on standardisation.

In its beginning (2015), the project counted only 1 advisor (Christophe Hauert). Many changes and adjustments in staffing happened over the subsequent years. In 2016, Guido De Jongh joined. In 2017, Christophe Hauert left and Katrin Behnke joined the project as Project Officer (80% full-time equivalent FTE). In 2018, the ETUC STAND project staffing stabilised at 2.3 FTE. In 2018, Ben Egan joined as Advisor (50% FTE) and stayed until mid-2019. In the second half of 2019, Natalia Giorgi covered for Katrin Behnke during her maternity leave.

These staff changes had an impact on the execution of the ETUC Standardisation project, considering the small size of ETUC STAND team in comparison to other Annex III organisations. However, the remaining staff made additional efforts to compensate for the staff shortage by “plugging the holes”, so that the effects were minimal to the outside.

The ETUC Special Committee on Standardisation gathers the national and European trade union representatives dealing with standardisation and is the ETUC STAND’s political steering committee. The membership has stabilised, and participation is at a good level. Compared to other Permanent Committees of ETUC, the committee on Standardisation participation level is high.

Through the Special Committee Standardisation, the project has nominated according to an internal procedure, the ETUC experts who contribute to the development of relevant standards at CEN and/or ISO. The number of ETUC representatives have grown significantly in the last 4 years. In 2019, 4 additional experts were recruited from Sweden (2), Germany and the Netherlands.

Moreover, in order to facilitate further involvement of the Committee on Standardisation, the ETUC STAND secretariat has created Task Forces (TFs) comprised of experts from national trade unions, ETUFs and the ETUC staff. The ETUC attempts to group in the TFs those experts who are working in the very field, participate and/or wishing to participate in a national mirror committee. For each standard area or Technical Committee the project is contributing to, the ETUC has established a dedicated Task Force to allow involved trade unionists to provide support to ETUC experts and vice versa. Through the regular exchange of information, the ETUC STAND secretariat aims to better coordinate trade union intervention in the technical committee and collect feedback on queries about the standard or the formulation of ETUC comments. The TF primarily communicates via email correspondence. There are currently 13 Task Forces (TF): TF Maintenance Services; TF Facility Management services; TF Cabin air quality on civil aircraft; TF Private security services; TF Healthcare; TF Human Resource Management; TF ICT; TF Ageing Workforce; TF Procurement; TF Whistleblowing; TF Occupational Health & Safety; TF Sharing economy.

Figure 1) Number of ETUC experts since 2016

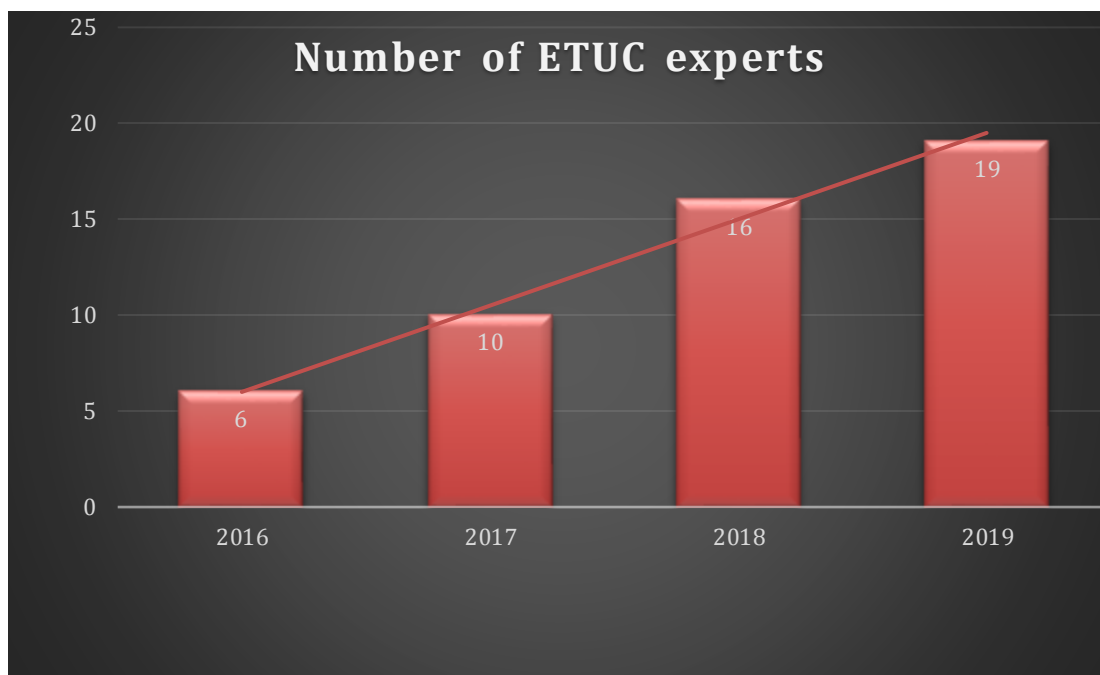


Figure 2) ETUC comments on drafts standards since 2016

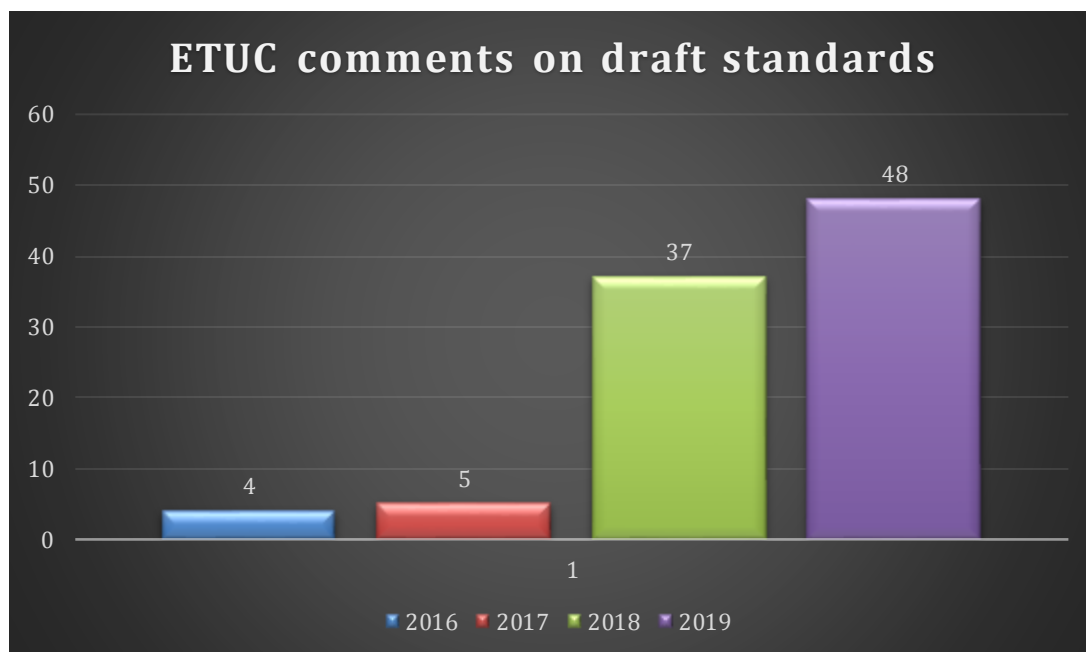


Figure 3) Number of CEN and ISO Technical Committees followed by the ETUC since 2016

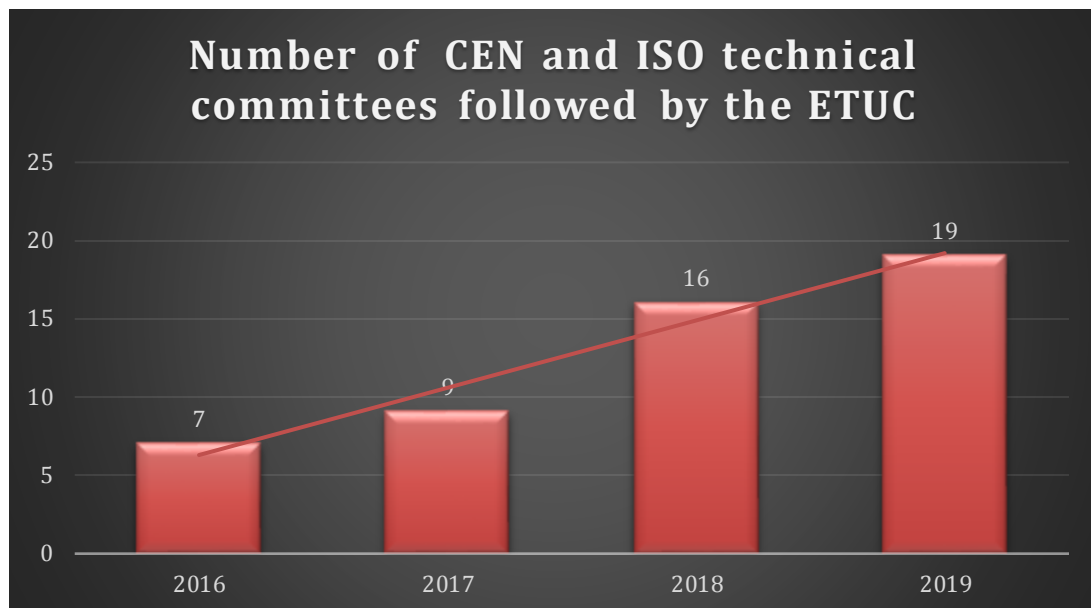


Table 1: ETUC STAND selected technical committees for participation

Areas	Technical Committee	ETUC input and impact on standards
European standardisation		
Protective clothing including hand and arm protection and lifejackets	CEN/TC 162	Work started second half of 2019
Maintenance services	CEN/TC 319	<p>The ETUC follows the work in several Working Groups (WGs 6, 7, 8, 9, 14 and 19). The standards developed by TC 319 'Maintenance services' include clauses related to health and safety, people professionalism, skills development, organisation, and ICT.</p> <p>The ETUC included references to work-related accidents or diseases, independence of the controlling staff, and staff training into EN 15341 'Maintenance – Maintenance Key Performance Indicators'. For example, the standards contain KPIs on the incidence rate of work accidents and on the number of workers exposed to operational diseases, as well as a KPI on the percentage of people receiving training.</p> <p>The ETUC also included key concerns into a new standard 'Maintenance — Maintenance engineering — Requirements', which deals with requirements, techniques and methods for maintenance engineering. The ETUC succeeded to include formal references to health and safety, working conditions and workers skills into the draft document.</p>
Facility Management services	CEN/TC 348	<p>CEN TC 348 WG 8 is working on a European standard on the Functions, Roles, Responsibilities and Competencies of the Facility Manager (prEN 15221-8). As it will define the competencies of a facilities management practitioner at all career levels, including training and management of workforce, this work is of relevance for the ETUC. Due to the inactivity of the WG and absence of Convenor, there was not much progress in 2019, but the ETUC is monitoring.</p>

Cabin air quality on civil aircraft	CEN/TC 436	<p>The majority of aircrafts are designed in such a way that it results in the cabin air to become intoxicated. CEN TC 436 therefore develops EN 17436 'Cabin air quality on civil aircraft – Chemical agents' that will define requirements and recommendations for chemical compounds in the air of civil aircrafts. This has a direct impact on the health of flying staff. It is therefore essential for trade union representatives to contribute to the development of European standards aiming to improve the cabin air quality on civil aircrafts.</p> <p>The work made good progress. The ETUC was able to significantly influence the development of standard EN 17436. For instance, one of our achievements was the adoption of differential measurements between engines that only require rationing instead of using absolute values. The ETUC had submitted at the end of 2018 an extensive document, prepared by its expert, identifying every cabin air measurement study that had been published (there are no other similar aggregation of information available elsewhere). It was agreed at the meeting to include this document as an annex to the standard. In line with the ETUC's position, the scope was broadened to include chemical compounds and not just individual chemicals.</p>
Private security services	CEN/TC 439	<p>The draft European standard PWI 'Private security provision for the protection of Critical Infrastructure', specifies service requirements for quality in the organisation, processes, personnel and management of a security service provider. It lays down quality criteria for the delivery of security services and covers subcontracting, training, leased workers, safety management, etc. Our main achievements so far are increased protection for staff in the staff performance management policy, and the requirement for companies to respect labour and social laws and conventions, such as collective labour agreements, as well as legal and internal policies for health and safety.</p>

Horizontal standards for the provision of services	CEN/TC 447	<p>The ETUC follows the draft standard EN 17371 'Service procurement – Guidance assessment of the capacity of service providers and evaluation of service proposals'. The ETUC submitted a Non-Favourable Formal Opinion on the draft standard. Our main concern was the inclusion of social criteria in the tendering process, considering the ETUC position on the existing Public Procurement Directive. While there was resistance to include this, the ETUC succeeded in having such clauses included.</p> <p>Until 2018, the ETUC also followed the preparation of prEN 17371-2 'Provision of services - Part 2: Services Contracts - Guidance for the design and structure of contracts' and prEN 17371-3 'Provision of services - Part 3: Management of Performance Measurement - Guidance on the mechanism to measure performance as part of service contracts'. Here, we advocated for the inclusion of references to collective agreements but left unsatisfactorily as few of our comments were taken aboard.</p>
Quality of care for elderly people	CEN/TC 449	<p>The ETUC follows the draft standard WI 001449 'Quality of care and support for older people – Main element – Complementary element', which covers namely the responsibility and duties of the carer (towards the care institution as well as to the patient), organisational processes, and management. As this standard aims to standardise the work of a caring nurse, the ETUC felt the strong need to have trade unions represented in this Technical Committee. Our main achievements are the references to collective agreements, the transformation of recommendations for the employer to requirements and improvements in the work schedule for the carer. The ETUC had many comments on this work – most of it were accepted.</p>
Minimum requirements of patient involvement in person-centred care"	CEN/TC 450	<p>The ETUC follows the draft standard EN 17398 'Patient involvement in health care – Minimum requirements for person-centered care', which deals with patient involvement in healthcare services through patient empowerment and the development</p>

		of a partnership between the patient/relative and the healthcare professionals. It is meant to address the individual, operational and the strategic level. The ETUC succeeded to include references to collective agreements as well as more consideration for staff, i.e. the establishment of routines and time set aside for the staff to work with person-centered care.
EC Multi-Stakeholder Platform on ICT		Monitoring
Cybersecurity and Data Protection	CEN-CENELEC Joint Technical Working Group 13	Monitoring CEN-CLC/JTC 13 is tasked with the development of standards for cybersecurity and data protection covering all aspects of the evolving information society. The core work of JTC 13 is the adoption of ISO/IEC 270xx standards on information technology as European standards. In this work, the ETUC focused on data protection, privacy and identity management at the workplace. After providing comments on the work and considering the standards being developed are very technical and specific, it was decided to monitor the work.
European Quality Framework for Internships		Work almost completed with significant TU involvement. The objective of this pre-standard (or CWA) is to have a “tool” to eradicate unpaid internships. The ETUC successfully introduced clauses stating that <i>“Interns shall receive compensation for their work.”</i> The pre-standard was written/commented with active participation of employers (e.g. BusinessEurope & SME United) and employees (ETUC and national trade unions).
CEN Focus Group on Blockchain and Ledger Technologies		Monitoring This group prepared a draft White Paper on Blockchain Technologies on which the ETUC commented. We focused mainly on identity management, data protection and raised support for jobs and training for workers in Block and Distributed Ledger Technologies. Our points were included in the draft White Paper.

International standardisation		
Ergonomics	ISO/TC 159/SC 1/ WG 2 'Ergonomic principles related to mental work'	The work commenced in 2019. The ETUC is contributing to the revision of ISO 10075-2 'Ergonomic principles related to mental workload', which in our views is inappropriate and outdated. Although, the main objective for the ETUC remains to pursue specific legislation on this issue, it is important to monitor and contribute to the revision and update of this standard so that it is more acceptable from a Union point of view.
Human Resources Management	ISO/TC 260	<p>The ETUC contributes to the work in several Working Groups (WGs 2, 4, 8, 9 and 11).</p> <p>While ISO/TC 260 develops many standards in the field of human resources management, the ETUC prioritised the work to focus on the standards of most relevance.</p> <p>Most of the standards are guidelines for human capital reporting, in which indicators measure a company's staff market value. Matters of concern for workers, employee representatives and trade unions include the interference of the standards with established good practices of information, consultation, and communication procedures at different levels. While the ETUC disagree that the work goes ahead and deals with worker issues, the ETUC participates to "control the damage" by providing our input to those topics that are of high importance for workers, e.g. employee engagement, OHS, etc. instead of leaving this to the other participants who are mainly HR consultants.</p> <p>Most of the below work started in 2018 and 2019:</p> <p>ISO WD 'Human Resource Management - Workforce management'</p> <p>ISO DIS 30414 'Human resource management — Guidelines for human capital reporting for internal and external stakeholders'</p> <p>ISO NP 23595 'Human resource management – Learning & Development'</p>

		<p>ISO WD 23326 'Human Resource Management - employee engagement – guidelines'</p> <p>ISO TS 'Human Resource Management - Occupational Health, Safety & Wellbeing'</p> <p>ISO TS 'Human Resource Management - Organisational Culture'.</p>
Occupational health and safety management	ISO/TC 283	<p>The ETUC follows two deliverables:</p> <p>ISO/WD 45003 'Occupational health and safety management -- Psychological Health and Safety in the Workplace -- Guidelines'. This document provides guidance with respect to managing psychosocial risk within an occupational health and safety management system based on ISO 45001:2017 'Occupational Health & Safety management'. Trade unions across the world highly criticised ISO 45001 as it can downgrade the role of employee representatives in the field of health and safety management and OSH inspections by the authorities (because the company is certified). The ETUC was not involved in the development of ISO 45001, but now joined the TC as it commenced the work on ISO 45003. The new standard intends to provide guidelines to prevent work-related injury and ill health of their workers and other interested parties, and to promote well-being at work. Amongst others, the ETUC succeeded to include sections on the consultation and participation of workers as well the confidentiality of personal information.</p> <p>The ETUC contributed to the <i>informal implementation guidance handbook for ISO 45001 for small businesses</i> by providing input from the <i>ETUC Trade Union Guide on ISO 45001</i>⁸. This ETUC guide is for use by those union safety officers or health and safety representatives in workplaces where the employer seeks to introduce ISO 45001. The ETUC Guide is also available in several national languages and has been spread among the affiliates of the ETUC.</p>

⁸ [https://www.etuc.org/sites/default/files/page/file/2018-08/ETUC Trade Union Guide%20 ISO 45001 - Using the new health and safety standard in the workplace final version 1.0 0.pdf](https://www.etuc.org/sites/default/files/page/file/2018-08/ETUC%20Trade%20Union%20Guide%20ISO%2045001%20Using%20the%20new%20health%20and%20safety%20standard%20in%20the%20workplace%20final%20version%201.0%200.pdf)

Healthcare organisation management	ISO/TC 304	In 2018, ISO/TC 304 started work on draft standard 22956 'Based Patient Centered Healthcare Staffing'. The ETUC is concerned that the standard will tackle financial outcome (of care), measures of efficiency and effectiveness as well as cost-effective approaches for staffing. Although the ETUC input was not all taken into account, we managed to include references to collective bargaining and involvement of worker representatives. Other examples are the inclusion of guidelines to ensure labour law is respected and the recommendation to have sufficient numbers of staff, risk analyses and follow-up programmes such as training.
Whistleblowing	ISO/TC 309 WG 3	ISO/TC 309 WG 3 is working on the new international standard ISO/NP 37002 'Whistleblowing management systems - Guidelines'. While the ETUC has been actively involved in the discussion on whistleblowing protection on the policy front 'Whistle-blower Protection Directive' (Directive on the protection of persons reporting on breaches of Union law), the ETUC believe it is equally important to participate at the standardisation level to ensure our views are reflected in this parallel work. The presence of ETUC in this work resulted in a focus on prevention that otherwise would not have been there. ETUC has succeeded in preventing guidelines that are not in conformity with the European directive on whistleblowing.
Ageing Societies	ISO/TC 314	The ETUC has long been working on active ageing and intergenerational solidarity , and in order to ensure its views are properly reflected in the standards setting activities, it was agreed that the ETUC participates in the ISO/TC 314, which was set up in late 2017 to develop standards in the field on ageing societies. Most of our comments are accepted and we appreciate our influence is rather strong considering the ETUC shaped this work from the start. As basis for our comments, we refer to the European Social Partner Autonomous Framework Agreement on Active Ageing and Intergenerational Approach.

Sharing Economy	ISO/TC 324	The work has just commenced. ETUC has been working to defend the rights of workers in the platform economy and to promote fairness and transparency, and has called for European legislation to regulate working conditions of online platforms. In parallel, the ETUC follows the work of ISO/TC 324 in order to streamline our demands.
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More information on the state of play in all of the above priority areas can be found in the reports submitted to the European Commission and EFTA.

Annex 1: Questionnaire

Engagement/participation

1) How involved are you/your organisation in the activities carried out by the ETUC STAND project?

- Very involved
- Involved
- Not involved
- Other:

2) Which of the actions listed below do you carry out relating to the project?

- ☐ Participate to the Committee on Standardisation meetings
- ☐ Engage in certain activities (cross the most relevant):
 - ☐ Increase trade union participation in standardisation decision processes
 - ☐ Improve the quality of standards for workers
 - ☐ Trade union capacity building
 - ☐ Communication
- ☐ Circulate and coordinate the information when needed to the relevant people in my organisation
- ☐ Provide feedback when needed on issues of relevance to my work
- ☐ Other:

3) What is your organisation's overall assessment of the ETUC STANDardisation activities?

4) What would you/your organisation suggest as improvement in the ETUC STAND project activities?

Priorities/areas of work

5) What are the priority areas you would identify as most relevant for the ETUC STAND project?

6) Are there any fields of work we should give priority to?

7) Are you satisfied with the activities carried out?

	Very satisfied	Satisfied	Somewhat satisfied	Not satisfied
Increase trade union participation in				

standardisation decision processes				
Improve the quality of standards for workers				
Trade union capacity building				
Communication				

Comments:

- 8) In terms of trade union capacity building, do you/your organisation have any suggestions on the activities that we could coordinate?
- 9) Do you have any suggestions on other areas of work the ETUC STAND project should work on?

Communication/information to the ETUC affiliates and experts

- 10) The ETUC currently communicates via mailing lists, circulars and newsletters every 2 months. How satisfied would you say you are with the ETUC STAND communication channels?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat satisfied
- ☐ Not satisfied
- ☐ Comments:

- 11) In general, do you find the information we convey via the above-mentioned channels to be useful?

- ☐ Yes
- ☐ No
- ☐ Comments:

- 12) Do you have any recommendations on how to improve our communication with affiliates and experts?

We would very much welcome additional suggestions in a nutshell:

Thanks for your support and dedication!

Annex 2:

ETUC resolution on the rationale for trade union participation in standardisation

Adopted by the Executive Committee on 16-17 December 2015

Reiterating previous ETUC Resolutions on European standardisation⁹ and observing that:

- a) the Regulation 1025/2012 on European Standardisation has reinforced the role granted to European standards in the construction of the single market for goods and services,
- b) standardisation is increasingly promoted by government and public authorities as a form of regulation in international and regional trade agreements,
- c) standards relate to private as well as to public interests,
- d) all standards inevitably affect workers by defining the design and features of the means of production, the organisation of the production processes, hence workers' health and safety,
- e) standards are industrial strategic tools modifying the competitive position of companies on the market, potentially displacing jobs from one company, sector, region or continent to another one and so affecting workers and employment,
- f) trade unions are underrepresented actors in standardisation committees,

The ETUC draws the attention and calls for the support of national and European trade union federations to represent workers' interests in standardisation at national and European level in order to:

- g) prevent standards to encroach upon national labour laws, collective agreements and collective bargaining, and impede any attempt to use standards for a parallel recodification of labour laws,
- h) promote a high level of health and safety at work and quality working conditions above the level of existing public regulations,
- i) foster the development of high quality standards for products and services sustaining the competitiveness and advanced know-how of European work forces and the creation of new quality jobs.

As workers' representation in standardisation varies from one country to the other, national and European trade union federations should also present these goals and highlight their importance to the European Commission and national governments.

The ETUC calls on the Commission, EU Member States, EFTA countries and private European standardisation organisations to make the standardisation system at European and national level more transparent and democratic by:

- j) implementing, via the "Joint initiative on standardisation", the recommendations on inclusiveness identified by the "Independent review on the European Standardisation System",
- k) ensuring trade unions' free access to formal standardisation procedures and standards,
- l) providing financial support at national level for trade unions effective participation in standardisation.

⁹ ETUC Resolutions on European Standardisation adopted on [5-6 June 2013](#) and on [12 June 2014](#).