

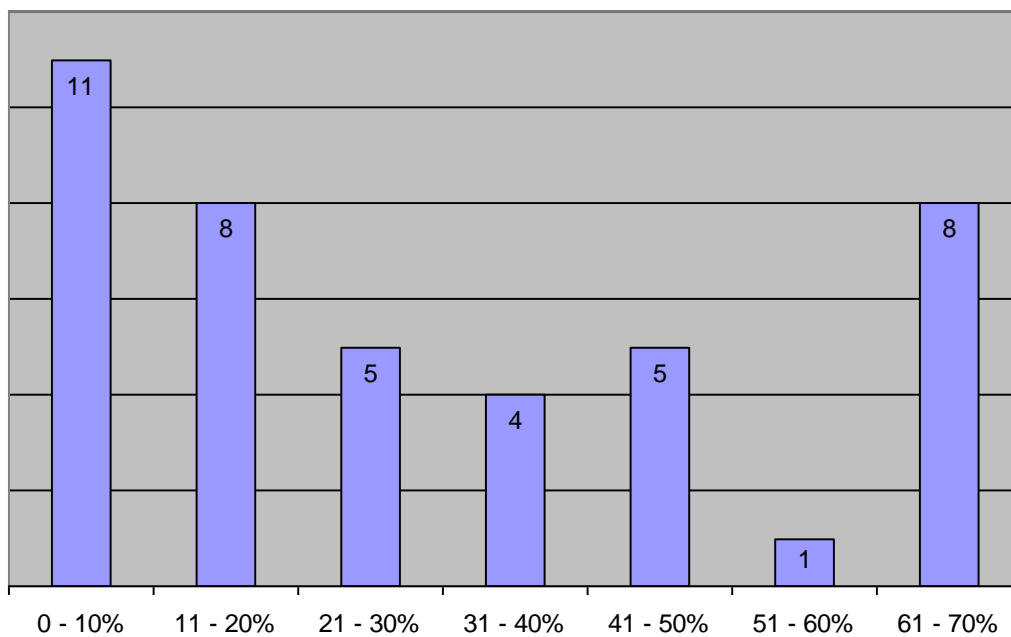


## Survey of ITGLWF affiliates on Contract and Agency Labour (CAL)

*The results of this survey are based on the questionnaire sent to ITGLWF affiliates in March 2010*

**Question 1.** Please provide an estimated proportion of contract and agency workers (CAW) in your sector in your country

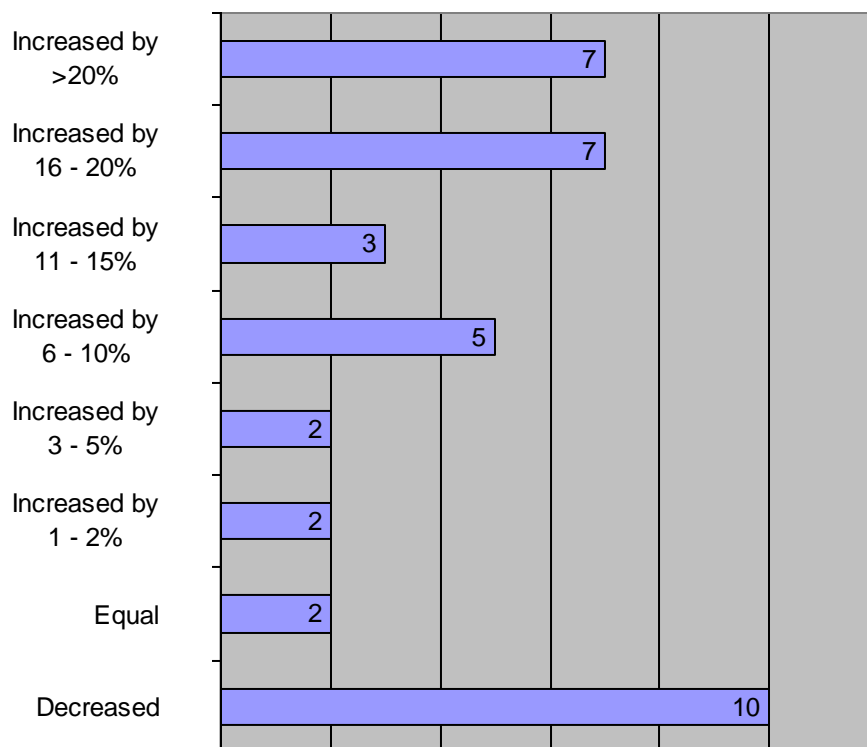
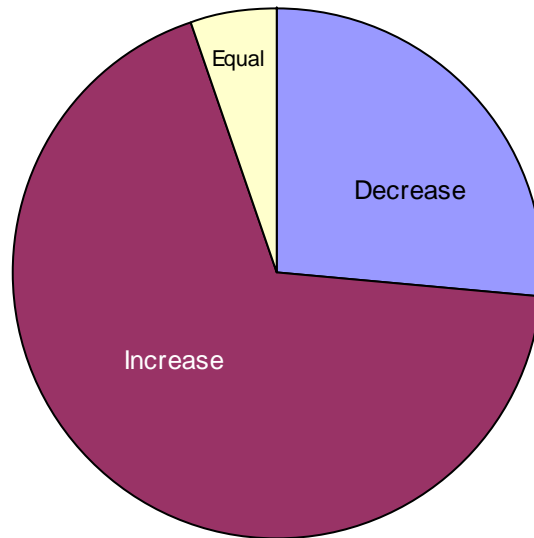
### Estimated proportion of CAW in your sector in your country



Total respondents: 42

**Question 2.** Has the share of CAL in your sector in your country increased over the last year? If so, by how much?

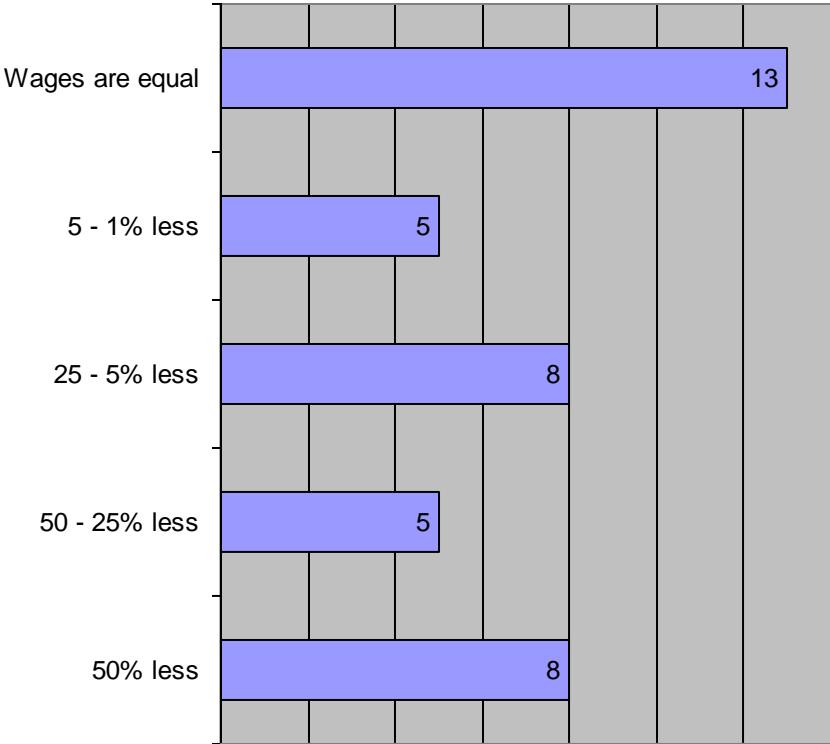
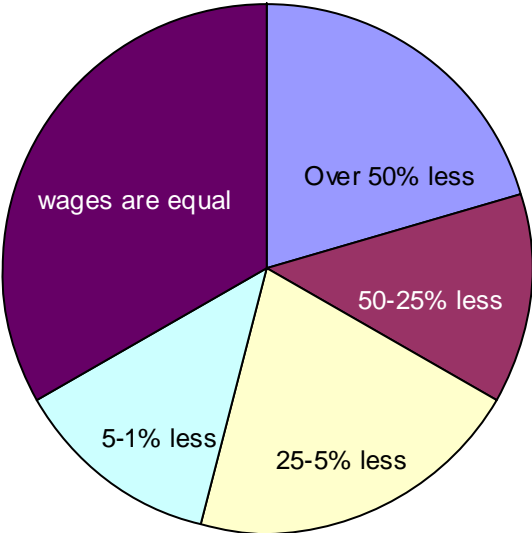
**Has the share of CAL in your sector in your country increased over the year?**



Total respondents: 38

**Question 3.** Are wages of CAW in your country much less than for permanent employees in similar jobs? If 'yes', please indicate the estimated average wages paid to CAW in your country as a percentage of that received by permanent employees:

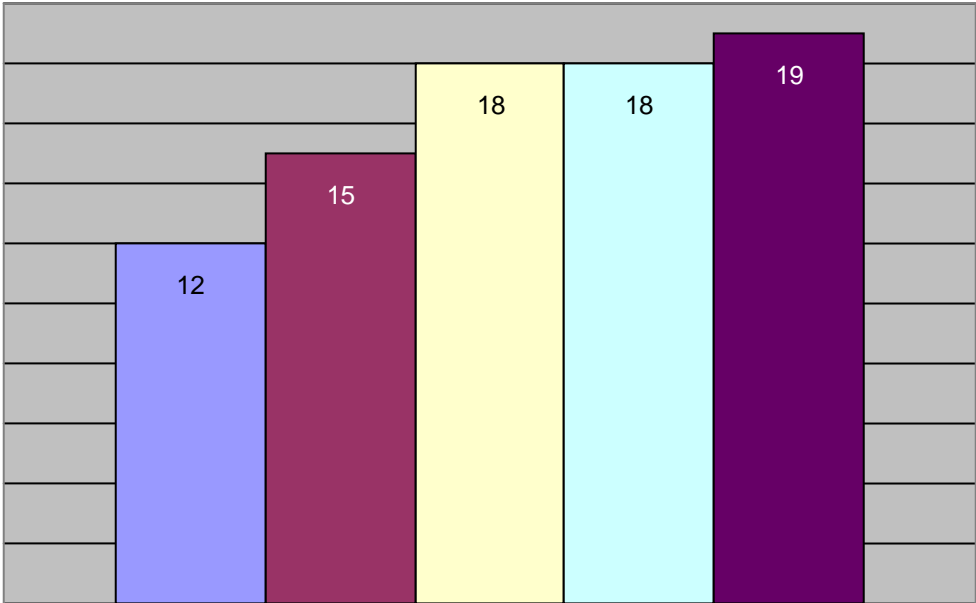
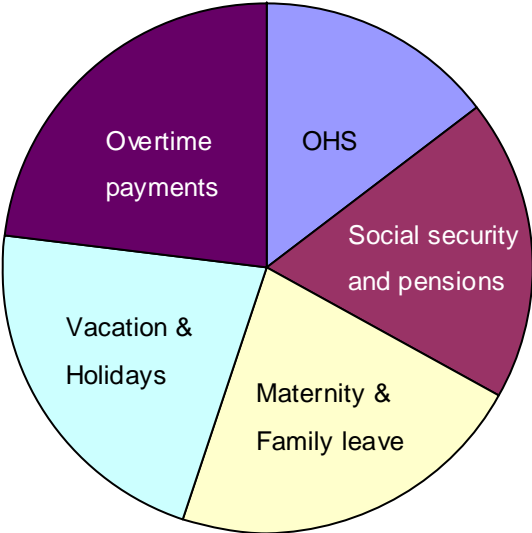
**Are CAW in your country paid less than permanent employees in similar jobs?**



Total respondents: 39

**Question 4.** In addition to wages, in which areas do employers evade their obligations to CAW? Please check the boxes that apply

**In addition to wages, in which areas do employers evade their obligations to CAW?**

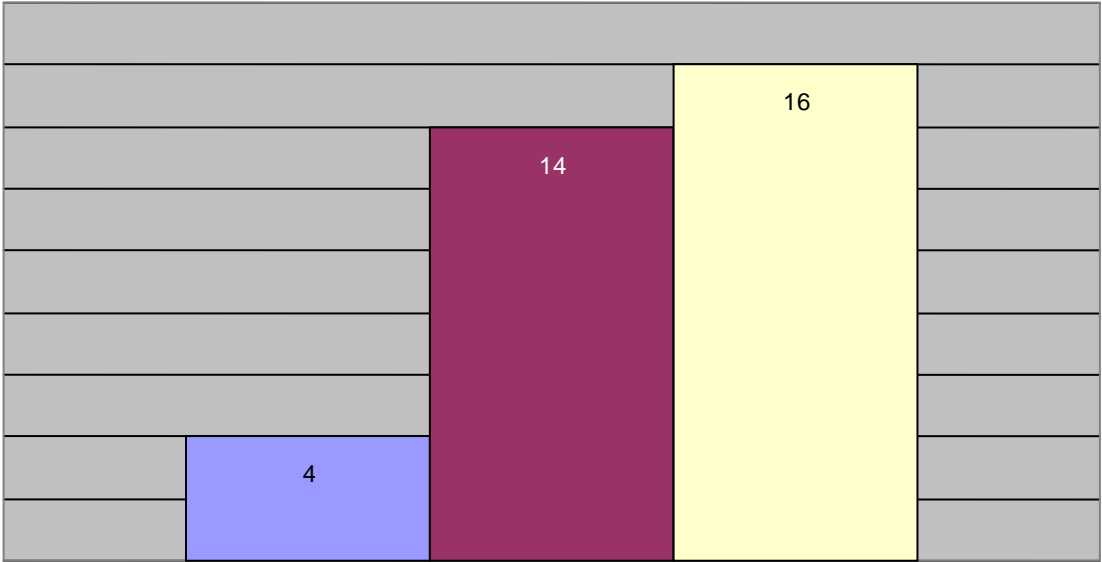
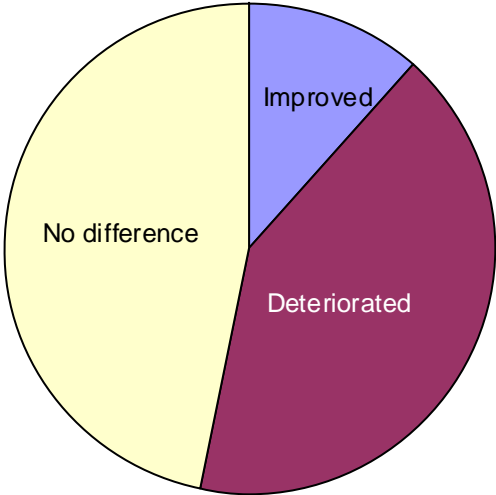


Occupational health & safety   Social security & pensions  
Maternity & family leave   Vacation & holidays  
Overtime payments

Total respondents: 48

**Question 5.** Has the wage and benefits gap between direct, permanently employed workers and CAW grown or decreased as a result of the global crisis in your sector(s) in your country)?

**Has the wage and benefits gap between direct, permanently employed workers and CAW grown or decreased as a result of the global crisis in your sector(s) in your country)?**

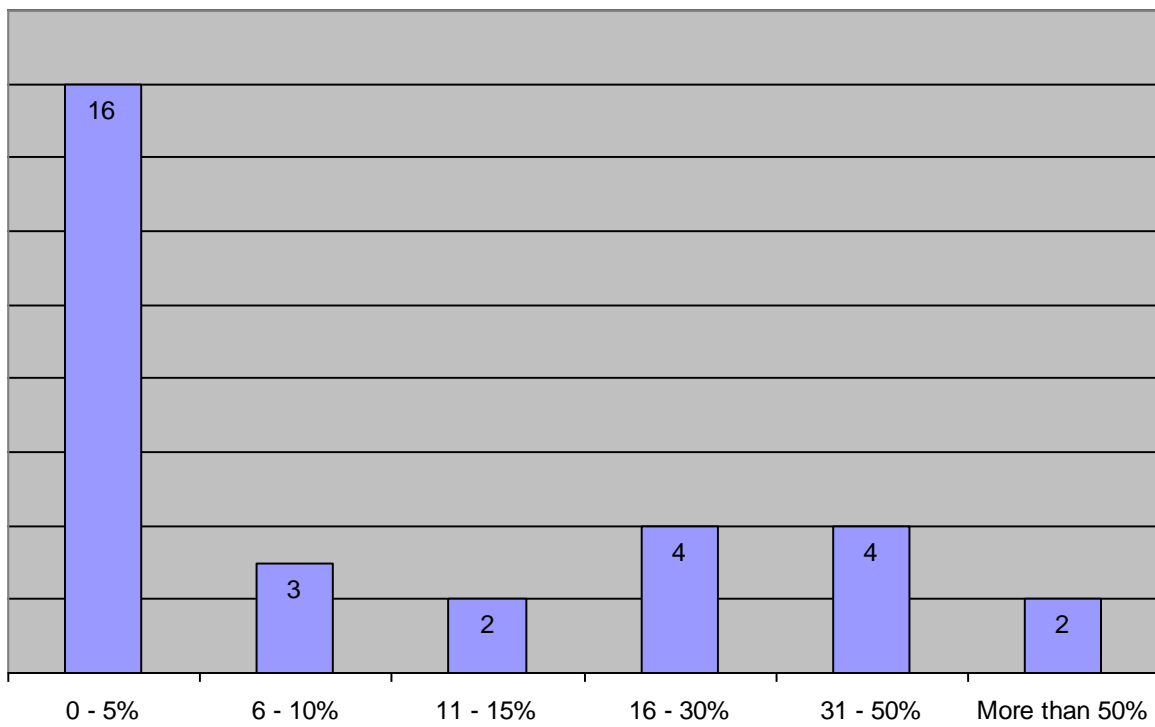
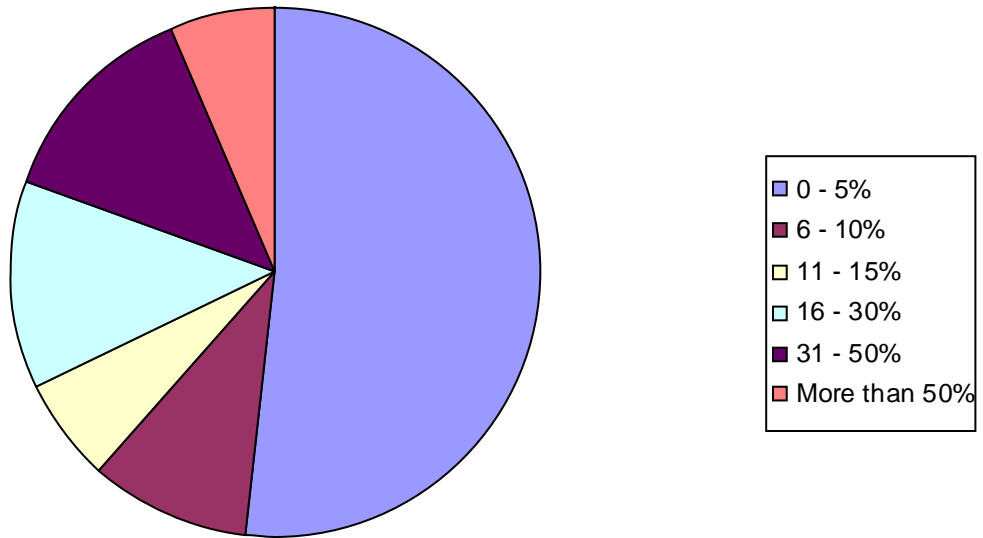


- CAW situation has improved compared to permanently directly employed workers
- CAW situation has deteriorated compared to permanently directly employed workers)
- No difference as a result of the global crisis

Total respondents: 34

**Question 6.** What percentage of your union's members are CAW?

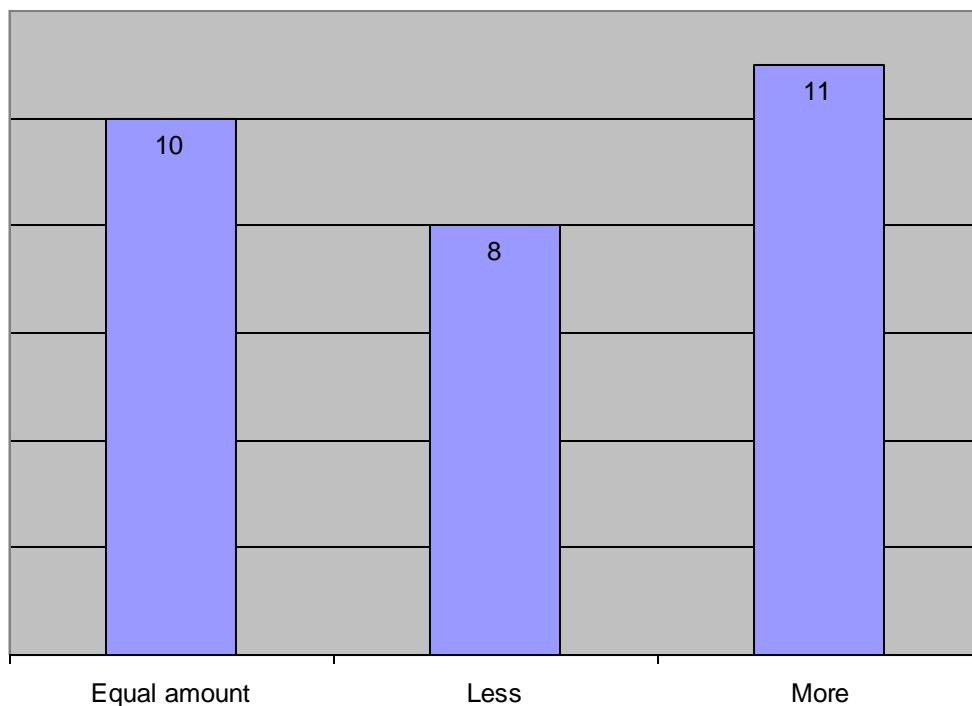
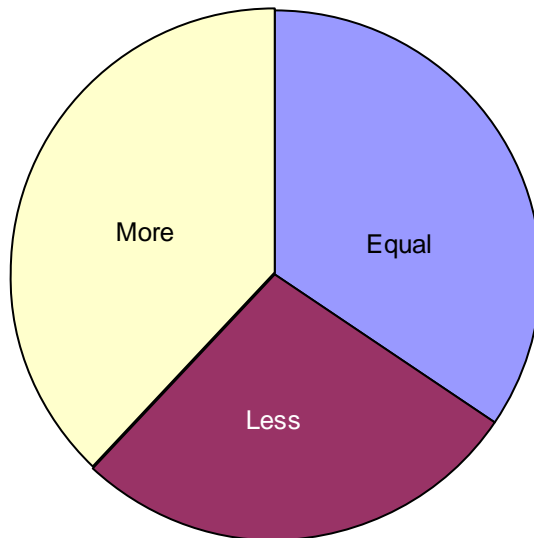
**What percentage of your union's members are CAW**



Total respondents: 31

**Question 7.** Does your union have more CAW as members than it did last year?

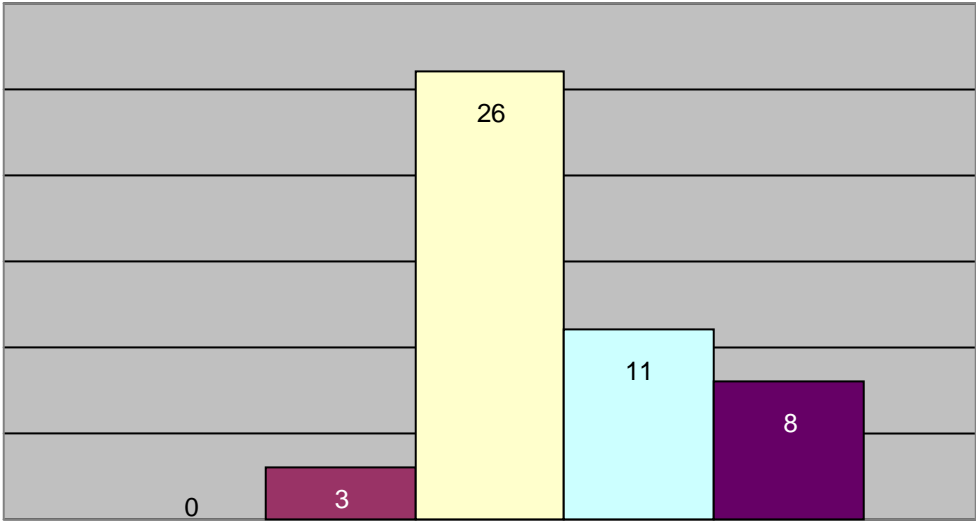
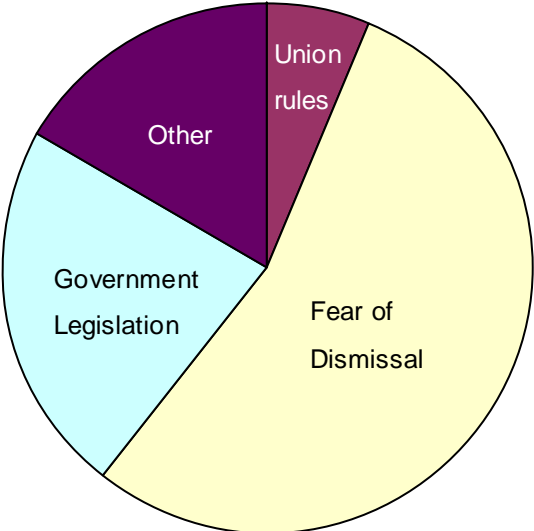
**Does your union have more CAW as members than it did last year?**



Total respondents: 29

**Question 8.** Which obstacles, if any, exist to union organising of CAW in your country?  
Please check the boxes that apply

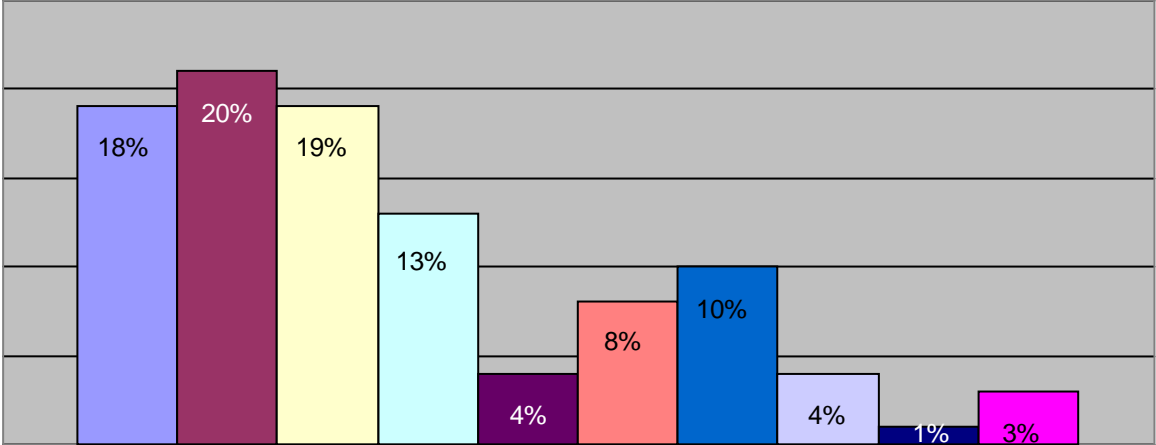
**Which obstacles, if any, exist to union organising of CAW in your country?**



- Opposition of existing union members
- Union rules &/or structure
- CAW live in fear of dismissal (or of other ways of harassment)
- Government legislation
- Other

Total respondents: 48

**Question 9.** Please indicate your union’s collective bargaining objectives with (a) company(ies) regarding CAL. Choose the three objectives that are most relevant.

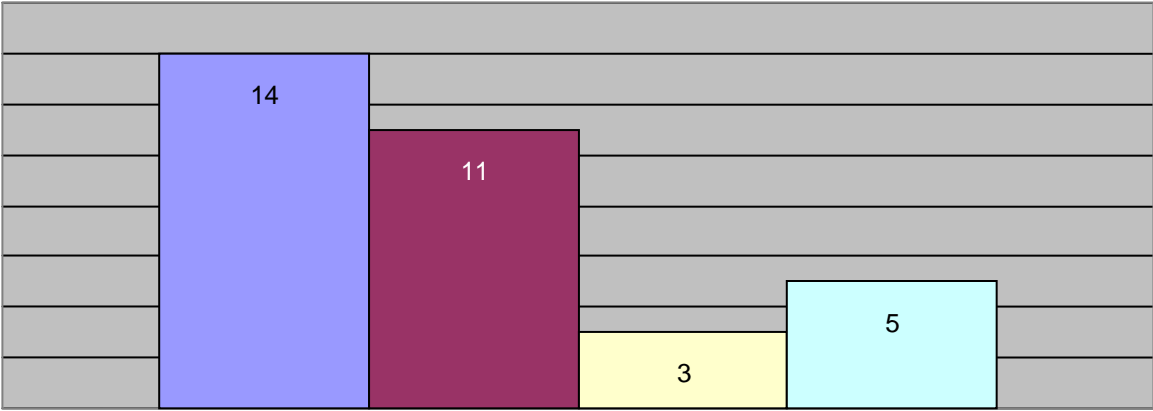


- Ensure non-discrimination
- Guarantee equal pay for similar work
- Ensure trade union rights
- Convert precarious jobs to permanent
- Reduce / limit allowable time periods
- Protect against dismissals
- Train & upgrade skills
- Educate members on contract and agency work
- Provide legal counselling
- Ensure participation in all union activities

Total respondents: 48

**Question 10.** Is your union taking measures to avoid an increase in CAL once the global economy picks up again?

**Is your union taking measures to avoid an increase in CAL once the global economy picks up again?**



- We are currently already taking action to avoid an increase in CAL / precarious work once the global economy picks up again
- We are aware of the problem and are currently reflecting on how to deal with it
- This risks indeed becoming a reality, but we have not yet taken action in this area in our union.
- We do not believe this is likely to be a problem in our sector in our country.

Total respondents: 33