

Public Services International: Digitalisation Resources

Digital Bargaining Hub

The hub provides real-world bargaining clauses, union guidance, and framework agreements that can be adapted for use at the bargaining table.



What is the Digital Bargaining Hub?

An online resource for trade unionists who are bargaining over digital issues.

- Free and publicly accessible

The hub contains bargaining language from:

- Collective agreements and works councils;
- Union education materials;
- Framework agreements; and
- Model language developed by PSI.

A comprehensive tool

- Addresses 8 themes and 28 subthemes
- Regularly updated
- Available in English, French and Spanish
- Mobile phone friendly

Why is the Hub useful?

Identify	Identify key digitalization issues affecting the world of work
Anticipate	Anticipate changes that may be headed your way
Learn	Learn how other unions are addressing issues related to digitalization
Strategize	Strategize about how to respond to workplace change
Adapt	Adapt existing language for use at the bargaining table
Share	Share your achievements to help workers elsewhere

Welcome to the Digital Bargaining Hub

Available in English, Spanish and French

The screenshot shows the website for the Digital Bargaining Hub, part of Public Services International (PSI). At the top, the PSI logo and name are visible, along with navigation links for EN, FR, ES, Executive Members, Publications, Int Days, PSI Staff, Affiliates, and Jobs. A search bar is also present. Below the header, the main content area features a yellow arrow pointing to the introductory text: "The Digital Bargaining Hub is an online resource for trade unionists who are bargaining over digital issues." This text is dated MAY 26, 2022 and includes language options EN, ES, FR. A large image of a city at night with a prominent circular highway interchange is displayed. Overlaid on this image is a black box with the text "Digital Bargaining Hub" and another text box stating: "The hub provides real-world bargaining clauses, union guidance, and framework agreements that can be adapted for use at the bargaining table." Below the image, there is a search bar with the placeholder text "Search for clause by ID, union, country, region or sector", a search icon, a "DATABASE VIEW" toggle, and a "SUBMIT CLAUSE" button. On the left side, a sidebar menu includes "Hub Overview" and "Themes table". The "Themes table" lists "1. Involvement, information and consultation" with a red circle containing the number 1. The main content area below the image has a heading "Welcome to the Digital Bargaining Hub" followed by a paragraph: "The Digital Bargaining Hub is an online resource for trade unionists and others interested in promoting workers' rights through collective bargaining."

Hub Overview



Hub Overview	
Themes table	
1	1. Involvement, information and consultation -
2	2. Equity, diversity, and inclusion -
3	3. Employment, jobs, skills and lifelong learning -
4	4. Telework, working time, work-life balance and platform work -
5	5. Data rights and data protection -
6	6. Digital tools, artificial intelligence, and algorithms -
7	7. Health and safety -
8	8. Union communication, organising and representation -

Welcome to the Digital Bargaining Hub

The Digital Bargaining Hub is an online resource for trade unionists and others interested in promoting workers' rights through collective bargaining.

The hub helps users to understand key issues related to digitalisation of work, and to access real-world bargaining clauses and other language that can be adapted and used at the bargaining table.

We have sorted the information into **key themes and sub themes** with commentary to help you find what you need. You can also access the information via the **database** of existing clauses and model texts collected from unions across the world.

[There are four ways to find what you need](#)

Themes Table

The clauses and contract language are structured under 7 themes and a series of sub-themes. These are presented in the themes table on the left of your screen.

This acts as a table of contents and is accessible on every page so that you can quickly find what you need.

Click a theme title to jump straight to that section of the report.

Report View

The report view provides a summary of each theme, why it's important, and gives examples of how unions are responding. Each sub-theme includes black boxes that contain clauses taken from our database to illustrate how unions have dealt with the sub-theme.

Database View

Here you can view our entire collection of clauses. The database is searchable by theme or by choosing clause type, union, country, sector and more.

You can switch to database view by using the toggle switch on the top left-hand corner of the page when you are on one of the seven theme pages.

Search Function

At the top of the screen, you will find a search bar. You can filter clauses in the hub by location, sector, or union. You can also search for keywords that may be included in contract language such as 'GPS', 'data', or 'algorithm'.

Find information in four ways



Themes table



Report view



Database view



Search function



Hub Overview

Themes table

- 0 0. Definitions and Scope
- 1 1. Involvement, information and consultation
- 2 2. Equity, diversity, and inclusion
- 3 3. Employment, jobs, skills and lifelong learning
- 4 4. Telework, working time, work-life balance and platform work
- 5 5. Data rights and data protection
- 6 6. Digital tools, artificial intelligence, and algorithms
- 7 7. Health and safety
- 8 8. Union communication, organising and representation

Themes table

- The hub is organized around eight digitalization themes and 28 subthemes
- Navigate easily between themes by clicking on the index
- Find the themes table on the left side of the screen
- Access the themes table from every page

Themes and Subthemes

Hub Overview

Themes table

0	0. Definitions and Scope
1	1. Involvement, information and consultation
2	2. Equity, diversity, and inclusion
3	3. Employment, jobs, skills and lifelong learning
4	4. Telework, working time, work-life balance and platform work
5	5. Data rights and data protection
6	6. Digital tools, artificial intelligence, and algorithms
7	7. Health and safety
8	8. Union communication, organising and representation

- 1.1 – Anticipation of change; information and consultation rights
- 1.2 – Involvement in decision making and investment planning
- 1.3 – Assessments of technologies (risks and impacts)
- 1.4 – Consultation and the public sector: Additional considerations

- 3.1 – Job security and job protection
- 3.2 – Job profiles and job descriptions
- 3.3 – Training, upskilling, reskilling and career advancement
- 3.4 – Access to training, the right to learn, and learning time compensation
- 3.5 – E-learning, self learning, and blended learning

- 5.1 – Regulatory compliance
- 5.2 – Data collection, security and protection
- 5.3 – Data ownership, duration and deletion
- 5.4 – Data analysis, processing, algorithmic inferences and restrictions

Report view: Default

Hub Overview

Themes table

- 0. Definitions and Scope
- 1. Involvement, information and consultation**
 - 1.1 Anticipation of change and information and consultation rights
 - 1.2 Involvement in decision making and investment planning
 - 1.3 Assessment of technologies (risks and impacts)
 - 1.4 Consultation and the public sector: additional considerations
- 2. Equity, diversity, and inclusion
- 3. Employment, jobs, skills and lifelong learning
- 4. Telework, working time, work-life balance and platform work
- 5. Data rights and data protection
- 6. Digital tools, artificial intelligence, and algorithms

1 Involvement, information and consultation

This theme is concerned with the importance of information sharing, consultation and decision-making when it comes to technological change at work.

When new technologies are introduced, trade unions and worker advocates must be involved in planning, implementation and evaluation. Ensuring that there is a clear channel of communication between all affected parties will help to minimize the risks of digitalisation and protect workers' interests. Bargaining for provisions like information sharing and transparency help keep workers in-the-loop about changes to their professional tasks and roles. It also helps to ensure that workers' demands and needs are incorporated as part of workplace reforms.

Collective bargaining agreements should at the very least address the following:

- Information sharing and consultation rights
- Involvement in decision-making and investment planning
- Assessment of technologies (impact and risk)

For public sector workers, agreements should additionally address:

- The impact of digitalisation on quality and access to public services

1.1 Anticipation of change and information and

Report view

The screenshot shows a report view interface. On the left is a navigation menu with a 'Hub Overview' header and a 'Themes table' containing seven items, each with a numbered circle icon. Item 4, '4. Telework, working time, work-life balance and platform work', is highlighted in green. The main content area displays the title '4.1 The location of work' and a paragraph of text. Below this is a section header 'Trade unions in action: Protecting workers regardless of where the work is performed' with a downward arrow. This is followed by two paragraphs of text, the second of which includes a bolded example of a trade union.

Hub Overview

Themes table

- 0. Definitions and Scope
- 1. Involvement, information and consultation
- 2. Equity, diversity, and inclusion
- 3. Employment, jobs, skills and lifelong learning
- 4. Telework, working time, work-life balance and platform work**
 - 4.1 The location of work
 - 4.2 Working time
 - 4.3 Work-life balance, availability, reachability and the right to disconnect
 - 4.4 New forms of work/platform work/crowd work
- 5. Data rights and data protection
- 6. Digital tools, artificial intelligence, and algorithms

4.1 The location of work

This subsection is concerned with how technology has changed where work is performed.

Digitalisation has made it possible to work from anywhere. There are a number of different terms that have emerged to refer to work that takes place outside of the employer's premises. These include terms like remote work, telework, work-from-home, smart working, and agile work. These work arrangements have become commonplace in light of the Covid pandemic. Irrespective of where work is done, workers need protections.

▼ **Trade unions in action: Protecting workers regardless of where the work is performed**

Regardless of where work is performed, workers should have the same rights and protections that they would have if they were working on the employer's premises.

One example comes from Italy where the union **FPCGIL**, negotiated language for government workers that explicitly confirms that workers remain employees and subject to all national legislation and collective bargaining provisions even if they are working remotely.

A second example comes from **American Federation of State, County and Municipal Employees (AFSCME)**, a union located in the United States. When it comes to how work is evaluated, AFSCME has negotiated language that ensures that workers who are engaged in telework will benefit from the same rights and protections as office workers. It also clearly states that the

-
- Read a summary of each theme
 - Learn why the issue is important
 - Read key examples of trade unions in action who are working to address the theme

Database view

Search for clause by ID, union, country, region or sector

DOWNLOAD CSV DATABASE VIEW SUBMIT CLAUSE

Hub Overview

Themes table

1. Involvement, information and consultation
2. Equity, diversity, and inclusion
3. Employment, jobs, skills and lifelong learning
4. Telework, working time, work-life balance and platform work
5. Data rights and data protection

1.1 Anticipation of change and information and consultation rights

AI definition:

Artificial systems are technically supported machines, machine links and digitisation processes. An artificial system exists in particular and among others in the following cases:

- Personless straddle carriers;
- Remote-controlled container gantry cranes;
- Automated twistlock systems;
- Automated check-in and check-out registration;
- Introduction of new software

•1.1 ANTICIPATION OF CHANGE AND INFORMATION AND CONSULTATION RIGHTS
•6.1 TECHNOLOGIES AND TOOLS: INFORMATION AND SCOPE OF USE

UNION	
Vereinte Dienstleistungsgewerkschaft	
COUNTRY	YEAR
Germany	2019
DOCUMENT TYPE	
Collective Bargaining Agreement	
CLAUSE NUMBER	
10127	

COPY TEXT

Database view

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DOWNLOAD CSV DATABASE VIEW SUBMIT CLAUSE

Hub Overview

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2. Equity, diversity, and inclusion
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UNION
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COUNTRY	YEAR
Germany	2019

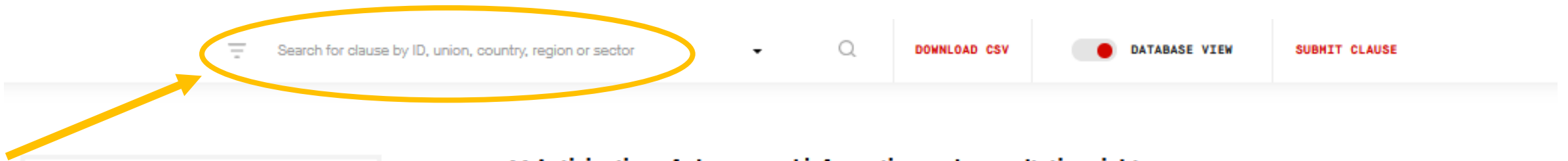
DOCUMENT TYPE
Collective Bargaining Agreement

CLAUSE NUMBER
10127

COPY TEXT

•1.1 ANTICIPATION OF CHANGE AND INFORMATION AND CONSULTATION RIGHTS
•6.1 TECHNOLOGIES AND TOOLS: INFORMATION AND SCOPE OF USE

Search Function



Hub Overview

Themes table

- 1. Involvement, information and consultation
- 2. Equity, diversity, and inclusion
- 3. Employment, jobs, skills and lifelong learning
- 4. Telework, working time, work-life balance and platform work
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UNION
Vereinte Dienstleistungsgewerkschaft

COUNTRY	YEAR
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DOCUMENT TYPE
Collective Bargaining Agreement

CLAUSE NUMBER
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[COPY TEXT](#)

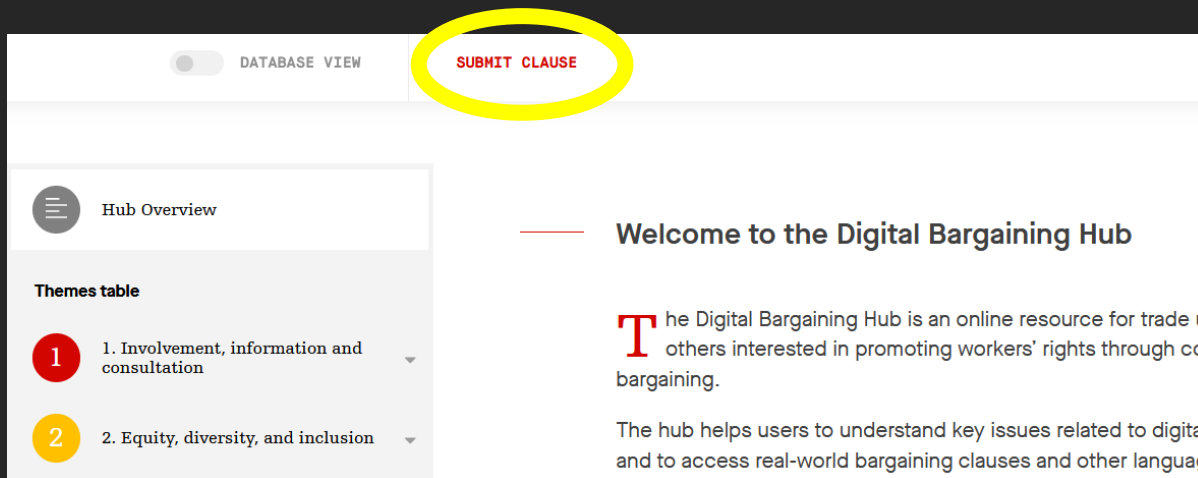
•1.1 ANTICIPATION OF CHANGE AND INFORMATION AND CONSULTATION RIGHTS
•8.1 TECHNOLOGIES AND TOOLS: INFORMATION AND SCOPE OF USE

Search Function

- Search for keyword
 - Searches clause text
 - For example, 'GPS', 'data', 'privacy'
- Filter by country
- Filter by region
- Filter by sector
- Filter by organization
- Filter by clause theme

The screenshot shows a search interface with a search bar at the top containing the text "Enter keyword". To the right of the search bar is a magnifying glass icon and a "DOWNLOAD CSV" button. Below the search bar is a filter menu with the following options: Countries, Region, Sectors, Organisations, and Clause theme. The filter menu is open, showing a list of clause themes with numbered indicators (1-6) and dropdown arrows. The list includes: 1. Involvement, consultation; 2. Equity, divers; 3. Employment, lifelong learning; 4. Telework, working time, work-life balance and platform work; 5. Data rights and data protection; 6. Digital tools, artificial intelligence, and algorithms: use and restrictions; 7. Health and safety; 8. Union communication, organising and representation. Below the filter menu, there is a button that says "SHOW 139 RESULTS". To the right of the filter menu, there is a partial view of a document with the text "information and consulta" and "supported machines, machine links and" and "system exists in particular and among". Below this, there is a list of bullet points: "Automated twistlock systems;", "Automated check-in and check-out registration;", and "Introduction of new software". At the bottom, there is a paragraph of text: "The timely and successful implementation of the change processes and projects that are possible and necessary in the course of digitalisation is indispensable prerequisite for a secure future for the UNT companies and jobs. Ver.di and the company co-determination bodies will actively and accompany and support this process in the form regulated below in a acceptable manner."

Contribute a resource



- Submit a clause via the Digital Bargaining Hub website
 - Link available on every page
- Contribute by email BargainingHub@world-psi.org

Bargaining Hub Submission

English

Español

French

Digital Bargaining Hub Submission Site

PSI's Digital Bargaining Hub is growing. Has your union developed contract language or another relevant resource that you want to submit to our repository? If so, please fill out the form below.

Don't have all of the requested information on hand? Don't worry!

We will follow up if we have questions or to fill in any blanks.

Let's start with some questions about your submission:

1. Would you like to upload a copy of your entire document or would you like to paste just the relevant text?

- Upload entire document
- Share relevant text only (cut and paste)

Contribute to the Digital Bargaining Hub

- Submit a clause in Spanish, French or English
- Types of submissions
 - Full resource
 - Selected text
- Basic contact information
- Or email: BargainingHub@world-psi.org

What next?

Meeting later in the year to take stock and feedback from unions

New project with training and outreach from 2027 (funding dependent)

Redesign to improve UI/UX and usefulness

We want to hear from you – what would make it more useful and accessible?

- Access the hub at: <https://publicservices.international/digital-bargaining-hub>
- Get in touch: patrick.orr@world-psi.org

