

## Argentina

### FAAPROME

Lidia Villa

### Federación Argentina Agentes de Propaganda Médica

Delegate

### FAECYS

Armando Cavalieri

### Federación Argentina de Empleados de Comercio y Servicios

Guest

### FATLyF

Carlos Elvio Alderete

Carlos Elvio Alderete

Raquel Krohling

### Federación Argentina de Trabajadores de Luz y Fuerza

Observer

Guest

Delegate

### FUVA

Maria Luisa Fernandez

### Federación Unica Viajantes de la Argentina

Guest

### FATSA

Maria Graciela Chungo

Irma A. Raczkowski

Ruben Enrique Rueda

Susana Stochero De Rueda

### Federación de Asociaciones de Trabajadores de la Sanidad Argentina

Guest

Delegate

Guest

Delegate

### FOECyT

Dora Nanci Ayala de Gomez

Marqarita Fullana de Simonetti

### Federación de Obreros y Empleados de Correos y Telecomunicaciones

Delegate

Delegate

### FOEESITRA

Lidia Hernandez

Haydee Luqo

### Federación de Obreros, Especialistas y Empleados de los Servicios e Industria de las Telecomunicaciones de la República

Delegate

Delegate

### SAL

Jose Perez Nella

### Sociedad Argentina de Locutores

Observer

## Australia

### CEPU

Rosalind Eason

Sharelle Herrington

Vivette Horrex

Leigh Hubbard

### Communications, Electrical & Plumbing Union

Delegate

Delegate

Observer

Guest

### CPSU

Gail Drummond

### Community and Public Sector Union

Delegate

### SDA

Ian Blandthorn

Thérèse Bryant

Pauline Burgess

Joe De Bruyn

Donald Farrell

Lynne Nunan

Geoff Williams

### Shop, Distributive & Allied Employees' Association

Observer

Delegate

Delegate

Observer

Observer

Delegate

Guest

## Austria

## Austria

### HGPD

Elisabeth Lahner

### Gewerkschaft Hotel, Gastgewerbe, Persönlicher Dienst

Delegate

### KMSfB

Roswitha Prazsjenka

### Gewerkschaft Kunst, Medien, Sport, freie Berufe

Delegate

### GPF

Johanna Skuk

### Gewerkschaft der Post- und Fernmeldebediensteten

Delegate

### GPA

Sandra Frauenberg

Erika Helscher

Christine Maier

### Gewerkschaft der Privatangestellten

Delegate

Delegate

Delegate

## Bahamas

### BCPOU

Sherry Benjamin

Deborah Hall

Yvette Jordan Ferguson

Denise Wilson

### Bahamas Communications & Public Officers Union

Guest

Guest

Observer

Delegate

### BPSU

Marqo Pinder

Ian Thompson

### Bahamas Public Services Union

Observer

Delegate

## Belgium

### CGSP-T

Sabine Dick

Marie-France Vincke

### Centrale Générale des Services Publics Secteur Télécom Aviation

Delegate

Delegate

### CNE-CSC

Dominique Collin

Anne Meyer

Arlette Puraye

Gwenaëlle Scuvie

### Centrale Nationale des Employés

Observer

Delegate

Delegate

Observer

### LBC-NVK

Elke Maes

Ingrid Maurissen

### Landelijke Bedienden Centrale - Nationaal Verbond voor Kaderpersoneel

Delegate

Delegate

### SETCa

Ginette Delplace

Pia Desmet

Marianne Gestels

Danielle Lepape

Christian Roland

### Syndicat des Employés, Techniciens et Cadres de Belgique

Delegate

Delegate

Delegate

Observer

Observer

## Belize

### BCWU

Mark Butler

Lisa Hoare

Dorene Quiros

### Belize Communications Workers Union

Guest

Observer

Delegate

## Bermuda

### BPSA

Betty I. Christopher

### Bermuda Public Services Association

Delegate

## Bosnia-Herzegovina

### CCFWBiH

Koviljka Filipovic

### Coordinating Committee of Finance Workers of Bosnia & Herzegovina

Observer

### CCCWBiH

Natalija Djukic

### Coordination Committee of Commercial Workers of Bosnia & Herzegovina

Observer

## Botswana

### BOBEU

Edith Molefi

Amos Sekwakwa

Alfred Seleke

### Botswana Bank Employees' Union

Delegate

Observer

Guest

### BPSWU

Omphile Kobedi

### Botswana Postal Services Workers Union

Delegate

## Brazil

### CNB-CUT

Deise Aparecida Recoaro

Luiz Claudio Marcolino

Ana Tercia Sanches

### Confederação Nacional dos Bancarios

Delegate

Observer

Observer

### FEDERALUZ

Eliana Fernandes Malfarage

### Federação dos Empregados nas Empresas de Geração, Transmissão e Distribuição de Eletricidade no Estado de São Paulo

Delegate

### FNTIG

Eliana Moreira de Lacerda

### Federação Nacional dos Trabalhadores nas Indústrias Gráficas

Observer

### SINTETEL

Cenise Monteiro de Moraes

### Sindicato de Trabajadores de Empresas de Telecomunicaciones y Operadores de Mesas Telefónicas del Estado de Sao Paulo

Delegate

## Bulgaria

### PTT-Podkrepa

Piereta Kadieva

### Fédération des PTT 'Podkrepa'

Delegate

## Burkina Faso

### FESBACI

Jean Mathias Liliou

### Fédération Syndicale des Banques, Assurances, et Financiers, du Commerce et de l'Industrie

Observer

### SYNATEL

Madeleine Ouedraogo

Seriman Traore (Y)

### Syndicat National des Télécommunications

Delegate

Observer

## Bénin

## **Bénin**

### **SYNAPOSTEL**

Desire Degbo

### **Syndicat National des Postes et Télécommunications**

Observer

## **Cameroun**

### **FENASYBOF**

Emmanuel Bakot-Ndjock

Marie Josée Ebenye Ndocky (Y)

Jeanne Simone NTEP

Virgeline Nguiadem

### **Fédération Nationale des Syndicats des Banques et Organismes Financiers du Cameroun**

Guest

Guest

Delegate

Observer

## **Canada**

### **CUPW/STTP**

Deborah Bourque

Lynn Bue

### **Canadian Union of Postal Workers Syndicat des Travailleurs/Travailleuses des Postes**

Delegate

Delegate

### **CEP**

Ervan Cronk

### **Communications, Energy & Paperworkers Union**

Observer

### **TWU-CDN**

Rod Hiebert

Kathy Pearn

### **Telecommunications Workers Union**

Observer

Delegate

## **Centrafricaine, Rép.**

### **SYNAPOST**

Elizabeth Okemba

### **Syndicat Autonome du Personnel des Postes et de l'Épargne**

Delegate

## **Chile**

### **SINTECH**

Juan Arcos Arriagada

### **Sindicato Nacional de Trabajadores de la Empresa de Correos de Chile**

Observer

## **China, Rep. (Taiwan)**

### **CFPW**

Shu-Chih Tung

### **Chinese Federation of Postal Workers**

Delegate

### **CTWU**

Helena Kuo

### **Chunghwa Telecom Workers' Union**

Delegate

## **Colombia**

### **FENALGRAP**

Ana Paulina García

### **Federación Nacional de Trabajadores de la Industria de las Artes Graficas, Papeleros y Afines de Colombia**

Observer

## **Costa Rica**

### **FECSALUD**

María del Carmen Morales

### **Federación Costarricense de Trabajadores del Seguro Social**

Delegate

### **SINEBACCR**

Lizette Rocha

### **Sindicato de Empleados del Banco Centrale de Costa Rica**

Observer

## Costa Rica

### SEBANA

Olger Chavez  
Dagoberto Quiros Quiros

### Sindicato de Empleados del Banco Nacional de Costa Rica

Observer  
Guest

## Croatia

### CTUC

Ana Knezevic  
Dragica Miselic

### Commercial Trade Union of Croatia

Delegate  
Delegate

### HSP

Jadranka Dumbovic  
Martina Pupic

### Hrvatski Sindikat Poste (Croatian Trade Union of Postal Workers)

Delegate  
Observer

## Cyprus

### ETYK

Kozakou Thetis

### Cyprus Union of Bank Employees

Delegate

## Czech Republic

### OS ZPTNS

Dana Baumrukova  
Alena Sourkova

### Trade Union of Workers in Postal, Telecoms & Newspaper Services

Delegate  
Guest

## Denmark

### DFKF

Hanne Marcher Hansen

### Dansk Frisor & Kosmetiker Forbund

Delegate

### DFL

Lone Clausen

### Danske Forsikringsfunktionærers Landsforening

Delegate

### FSU-DK

Pia Laerke Pedersen  
Karen Madsen

### Finansforbundet

Delegate  
Delegate

### HK P&K

Troels Funder  
Ulla Funder  
Isa Rogild

### HK Post & Kommunikation

Guest  
Observer  
Delegate

### HK-DK

Joan Briesemeister  
Birgit Burman  
Svend-Aage Hansen  
Mette Kindberg

### Handels -og Kontorfunktionærernes Forbund

Delegate  
Observer  
Observer  
Observer

### KAD

Hanne Holgaard  
Lis Michelborg

### Kvindeligt Arbejderforbund

Delegate  
Delegate

### TL-DK

Poul Erik Kroqshave  
Ole Skals Pedersen  
Marlene-Catherine Skov

### Teknisk Landsforbund

Observer  
Observer  
Delegate

## Denmark

### TKF

Vinnie Nielsen

### Telekommunikationsforbundet

Delegate

## Dominican Republic

### UNASED

Minerva Magdalena Javier

### Unión Nacional de Servicios de Enfermería Dominicana

Delegate

## Egypt

### GTUPW

Ahmed Abdallah

Mohamed Abdelsalam

### General Trade Union of Postal Workers

Guest

Observer

### NTUBIFA

Farouk El-Awady

Basyuny Nashid

### National Trade Union of Banks, Insurance and Financial Affairs

Observer

Delegate

## El Salvador

### SUTTEL

Ruben Antonio Reales

### Sindicato de Unidad de Trabajadores de Empresa Compañía de Telecomunicaciones de El Salvador

Observer

## Eritrea

### SIWF

Haile Ghirmai

### Service Industries Workers' Federation

Observer

## Estonia

### ESAL

Ruth Kauqurs

Oie Väljas

### Estonian Communication Workers' Trade Union

Observer

Delegate

## Fiji

### FB & FSEU

Davendra Dass

### Fiji Bank & Finance Sector Employees Union

Observer

## Finland

### ERTO

Heinonen Eero

Sakari Lindell

Lindell Raija

Hiitio Tarja

### Erityisalojen Toimihenkilöliitto ERTO ry Federation of Special Service and Clerical Employees

Delegate

Guest

Delegate

Observer

### SMKJ

Eija Pessinen

### Myynnin ja markkinoinnin ammattilaiset(Professional in Sales and Marketing)

Delegate

### PAM

Tuulikki Albeck

Petra Hyvärinen

Raija-Liisa Kiema

Helena Näykki

### Palvelualojen ammattiliitto -Servicefacket The Service Union United PAM

Observer

Delegate

Delegate

Delegate

**Finland****PAM**

Irmeli Palmu  
Airi Pystynen  
Maj-Len Remahl  
Tuula Sillanpää

**Palvelualojen ammattiliitto -Servicefacket The Service Union United PAM**

Guest  
Observer  
Delegate  
Delegate

**SUORA**

Jussi Hopponen  
Paula Hopponen  
Arja Nukala

**Suomen Rahoitus- ja Erityisalojen Ammattiliitto - Finansförbundet**

Guest  
Delegate  
Delegate

**TU**

Ritva Hautsalo-Maijala

**TOIMIHENKILÖUNIONI - Union of Salaried Employees**

Delegate

**VvL**

Sirpa Komonen  
Kirsi Kovanen  
Eeva Lahti  
Lasse Laine  
Päivi Pikänen

**Vakuutusväen Liitto VvL ry**

Delegate  
Delegate  
Observer  
Guest  
Observer

**VAAL-MF**

Irene Hämäläinen  
Raili Kastinen

**Viestintäalan ammattiliitto - Medieförbundet**

Delegate  
Delegate

**France****FILPAC-CGT**

Daniele Morel

**FILPAC-CGT**

Delegate

**FTILAC-CFDT**

Danièle Rived  
Chantal Weiss

**Fédération Communication et Culture - CFDT**

Delegate  
Delegate

**FFSBSF-CFDT**

Bernard Dufil  
Françoise Fruquier

**Fédération Française des Syndicats de Banques et Sociétés Financières CFDT**

Observer  
Delegate

**FGTA-FO**

Annie Barbé

**Fédération Générale des Travailleurs de l'Agriculture, de l'Alimentation, des Tabacs et Allumettes et des Services Annexe**

Delegate

**FNPSF - CGT**

Alain Brouhmann  
Marie Hélène Martinaud  
Claudine Odaert

**Fédération Nationale CGT des Personnels des Secteurs Financiers**

Guest  
Delegate  
Observer

**FO-COM**

Andrée Thomas

**Fédération Syndicaliste FO de la Communication Postes et Télécommunications**

Delegate

**FUPT-CFDT****Fédération Unifiée des Travailleurs des PTT- CFDT**

## France

### FUPT-CFDT

Marie-Adèle Béhal  
Nadine Capdeboscq  
Marie-Pierre Liboutet

### FEC-FO

Yannick De Boher

### FdS-CFDT

Annie Cauda-Tortay  
Thierry Dedieu

### SNRT-CGT

Marie-Hélène Elbaz  
Elisa Perrot

### CFDT-Cadres

Monique Russeil

## Germany

### VER.DI (DAG)

Ilona Schulz-Müller  
Gisela Weiss  
Heike Werner  
Bärbel Wulff  
Regina Zimmerling

### VER.DI (DPG)

Suzanne Bleidt  
Monika Brandl  
Kirsten Frank  
Maria Fritsch  
Tanja Globig  
Gabi Gülzau  
Rolf Johanning  
Marlies Köpke  
Waltraud Litzenberger  
Sonja Marko  
Inken Müller  
Uta Pech  
Sibylle Spoo  
Tatajana Sturm-Schulte  
Susanne Treptow  
Marqrit Wendt  
Christel Zobelev

### VER.DI (HBV)

Karin Beck  
Gisela Braun  
Ute Brutzki  
Angelika Ebeling  
Bärbel Holzheuer-Rothensteiner  
Edlegard Kutter  
Christel Liebisch

### Fédération Unifiée des Travailleurs des PTT- CFDT

Delegate  
Delegate  
Observer

### Fédération des Employés et Cadres, Force Ouvrière

Delegate

### Fédération des Services - CFDT

Delegate  
Observer

### Syndicat national de radio et télévision

Delegate  
Observer

### Union Confédérale des Ingénieurs et Cadres

Delegate

### Vereinte Dienstleistungsgewerkschaft (DAG)

Delegate  
Delegate  
Delegate  
Delegate  
Delegate

### Vereinte Dienstleistungsgewerkschaft (DPG)

Delegate  
Delegate  
Observer  
Delegate  
Guest  
Delegate  
Observer  
Delegate  
Guest  
Observer  
Guest  
Guest  
Guest  
Observer  
Observer  
Delegate  
Guest

### Vereinte Dienstleistungsgewerkschaft (HBV)

Observer  
Observer  
Observer  
Delegate  
Delegate  
Observer  
Delegate

## Germany

### VER.DI (HBV)

Margaret Mönig-Raane  
Ulrike Oestreich  
Ingeborg Robert  
Jürgen Schatta  
Irene Schnabel  
Monika Zimmermann

### Vereinte Dienstleistungsgewerkschaft (HBV)

Delegate  
Guest  
Observer  
Observer  
Guest  
Delegate

### VER.DI (IG MEDIEN)

Vera Koch  
Charlotte Meissner  
Margaretha Müller

### Vereinte Dienstleistungsgewerkschaft (IG Medien)

Delegate  
Delegate  
Delegate

## Ghana

### CWU-GH

Anthony Ekow Dadzie

### Communication Workers Union of TUC (Ghana)

Observer

### ICU-GH

Agnes Abroquah  
Desiree Aqbley (Y)  
Nicholas Mensah (Y)

### Industrial and Commercial Workers' Union

Delegate  
Observer  
Guest

## Greece

### OME-OTE

Mary Matsouka

### Federation of Workers in Greek Telecommunications

Delegate

### OME-ELTA

Vania Andreou

### Fédération Panhellénique des Associations Postales

Delegate

### OTOE

Vasso Voyatzopoulou  
Evi Zaimi

### Greek Federation of Bank Employee Unions

Delegate  
Observer

### POSPERT

Zoe Lanara

### Syndicat de la Radio-télévision

Delegate

## Guinée

### FESABAG

Mariama Penda Diallo

### Fédération Syndicale Autonome des Banques et Assurances de Guinée

Delegate

## Honduras

### SITRAHONDUCOR

Leila Rivas

### Sindicato de Trabajadores de Honduras Correos

Delegate

### SITRATELH

Wilfredo Galeas Matute  
Orlando Mejia Tercero

### Sindicato de Trabajadores de Telecomunicaciones de Honduras

Observer  
Observer

## Hungary

### WU

Kati Mezey

### Writers' Union

Observer

## Iceland

## Iceland

### SIB

Helga Jonsdottir

### Federation of Icelandic Bank Employees

Delegate

## India

### AINLIEF

Raj Prithvi

### All India National Life Insurance Employees' Federation

Observer

### AINEF

Rekha Chowdhry

### All India Newspaper Employees Federation

Delegate

### NUTE-GrC

R. Jeyamary

### National Union of Telecom Employees Group - C

Observer

## Indonesia

### ASPEK

Kun Wardana Abyoto (Y)

Yuni Mustani

### Indonesian Finance Sector Union (Asosiasi Serikat Pekerja Indonesia)

Observer

Observer

## Ireland

### CWU-IE

Karen Dowling

### Communications Workers' Union

Delegate

### IBOA

Jessie Doherty

Colette Morrison

### Irish Bank Officials' Association

Delegate

Delegate

### MANDATE

Mary Larkin

Owen Nulty

### The Union of Retail, Bar and Administrative Workers

Observer

Observer

## Israel

### UCAPSE

Yael Cohen-Nachmany

Eti Yaniv Taboch

### Union of Clerical, Administrative and Public Service Employees, HISTADRUT

Observer

Observer

## Italy

### UIL-CA

Daniela Minore

### Credito e Assicurazioni UIL C.A.

Delegate

### FABI

Liliana Scoccimarro

Giancarla Zemiti

### Federazione Autonoma Bancari Italiani

Observer

Observer

### FILCAMS-CGIL

Antonia Franceschini

Elena Lattuada

Marinella Meschieri

Carmela Minniti

### Federazione Italiana Lavoratori Commercio Turismo Servizi

Delegate

Observer

Delegate

Observer

### FISAC-CGIL

Dina Di Pasquale

### Federazione Italiana Sindacale Lavoratori Assicurazioni e Credito

Observer

**Italy****FISAC-CGIL**

Madeo Merida

**FISASCAT-CISL**

Elmina Castiglioni

Rosa Palmieri

Daniela Rondinelli

**FNA**

Carla Prassoli

Franca Prassoli

**SLP-CISL**

Caterina Gaqqio

**Federazione Italiana Sindacale Lavoratori Assicurazioni e Credito**

Delegate

**Federazione Italiana Sindicati, Addetti Servizi, Commerciali Affini e del Turismo**

Delegate

Delegate

Delegate

**Federazione Nazionale Assicuratori**

Observer

Observer

**Sindacato Lavoratori Postelegrafonici**

Delegate

**Japan****ZENYUSEI**

Yukiko Ishii

Tomoko Saburomaru

Miwa Sato

Sayuru Sekine

**NWJ**

Miyoko Abe

Minako Akiba

Tamaki Amano

Miyuki Hisamatsu

Ikumi Matsumoto

**JAW**

Hiroshi Hashimoto

Kinuko Kitano

**JSD**

Saeko Honda

Ikuko Ishiquro

Yoshiko Shiraishi

Yoko Yamauchi

Yoko Yokoyama

**JOHO-ROREN**

Katsuko Suqai

**ZENTEI**

Tatsuko Hirakawa

Nana Yamaguchi

**KDDiWU**

Mayumi Fujie

Kayo Okano

Katashi Ozawa

**LIU****All Japan Postal Labour Union**

Observer

Delegate

Delegate

Delegate

**All NTT Workers' Union of Japan**

Delegate

Observer

Delegate

Delegate

Delegate

**Confederation of Japan Automobile Workers' Unions**

Observer

Delegate

**Japan Federation of Commercial Workers' Unions**

Delegate

Delegate

Delegate

Delegate

Delegate

**Japan Federation of Telecommunication, Electronic Information and Allied Workers**

Delegate

**Japan Postal Workers' Union**

Delegate

Delegate

**KDDI Workers Union**

Delegate

Observer

Guest

**National Federation of Life Insurance Unions of Japans**

## Japan

### LIU

Nobuko Kawakami  
Toshiko Kosaka  
Tetsuko Sakai

### National Federation of Life Insurance Unions of Japans

Observer  
Delegate  
Delegate

### ZENSEN

Etsuko Eto  
Sachiko Nagai  
Hanae Nakano  
Yaciko Takizawa

### The Japanese Federation of Textile, Garment, Chemical, Commercial, Food and Allied Industries Workers' Union

Delegate  
Delegate  
Delegate  
Delegate

## Kenya

### UPT(EK)

Benson Okwaro

### Union of Posts and Telecommunications Employees

Observer

## Korea

### KFIU

Eun-Joo Hwang  
Hyun-Sook Lee  
Jin-Hee Lee  
Kang-Sun Lee  
Kyung-Hee Lee

### Korean Financial Industry Union

Observer  
Observer  
Observer  
Observer  
Delegate

### KHMWU

Sun Ja Na

### Korean Health and Medical Workers' Union

Delegate

## Latvia

### LSAB

Zoia Semionova

### Latvijas Sakaru Darninieku Arodbiedriba Latvian Post & Telecommunications Worker's Trade Union

Delegate

## Lebanon

### LPB

Keyrouz Hyam  
Halim Matar

### Syndicat de l'Imprimerie et de l'Information

Observer  
Observer

## Lithuania

### LCWTU

Alma Smilgiene

### Lithuanian Communication Workers' Trade Union

Delegate

## Luxembourg

### ALEBA

Annie Crochet

### Association Luxembourgeoise des Employés de Banque et d'Assurance a.s.b.l.

Delegate

### LCGB-e.p.

Karin Meyer

### Confédération Luxembourgeoise des Syndicats Chrétiens - employés privés

Delegate

## Malaysia

### RWEU

Mohd. Yusri Abdul Wahab (Y)

### Resort World Employees' Union

Observer

## Malaysia

### RWEU

Hamid Bin Nagunny  
Idrus Bin Wan Mohd  
Tan Seok Poh  
Robert Vijendran Henry

### Resort World Employees' Union

Observer  
Observer  
Delegate  
Observer

### SBEU-Sabah-my

Margaret Chin

### Sabah Banking Employees' Union (Kesatuan Sekerja Bank Sabah)

Delegate

### SBEU-Sarawak

Lok Then Bong  
Haddiah Bt.Leen  
Amy Chiu

### Sarawak Bank Employees' Union

Observer  
Delegate  
Observer

### UPUS

Ramli Zainudin

### Union of POS Malaysia Uniformed Staff

Observer

## Mauritius

### CAFTEU

Greetanand Beelattoo

### Clerical, Administrative, Financial, Technical Employees' Union

Guest

## Mexico

### FENASIB

Ines Gonzales Nicolas  
Guadalupe Hernandez Armenta

### Federación Nacional de Sindicatos Bancarios

Delegate  
Observer

### NTISSSTE

Concepcion Castaneda  
Blanca Perez  
Lucrecia Soto

### Sindicato Nacional de Trabajadores del ISSSTE

Delegate  
Delegate  
Delegate

### SNTSP-M

Manuel F. Acevedo Gonzalez  
Luis Angel Acevedo Lopez  
Isabel Cruz Flores  
Karen May Gomez

### Sindicato Nacional de Trabajadores del Servicio Postal Mexicano

Observer  
Guest  
Delegate  
Guest

### STRM

Martha Heredia

### Sindicato de Telefonistas de la República Mexicana

Delegate

## Mongolia

### FCSWTU

D. Tseenoidov

### Federation Comercial and Service Workers Trade Union of Mongolia

Observer

### MPWU

Dorjnyambuu Erdenechimeg

### Mongolian Postal Workers Union

Delegate

## Mozambique

### SNEB

Maria Helena Jose Ferro

### Sindicato Nacional dos Empregados Bancários

Delegate

### SINECOSSE

### Sindicato Nacional dos Empregados de Comercio,

## Mozambique

Amos Matsinhe

## Namibia

### NAFAU

Cuana Angula

## Nepal

### NTVEA

Manohari Thapa

### RNEA

Dhana Lama

## Netherlands

### AbvaKabo

Ria Caljouw-Rooÿackers

### FNV KIEM

Barthol Ming

Lucia Van Westerlaak

## New Zealand

### FINSEC

Robyn Woller

## Nicaragua

### FESC

Consuelo Ivania Ordonez Ortiz

## Nigeria

### NUPTE

Patience Eguerre

### SSA

Florence Nkiru Brown

N.P. Obiajulu

## Norway

### FSU-N

Rita Berg

Jorunn Berland

### HK-N

Sture Arntzen

Anna Glomm

Margit Glomm

Peter Jensen

Hanne Nielsen

Karin Torp

### KTTL

## Seguros e Serviços

Observer

## Namibian Food and Allied Workers' Union

Observer

## Nepal Television Employees' Association

Observer

## Radio Nepal Employees Association

Observer

## AbvaKabo FNV

Delegate

## Kunsten Informatie en Media

Guest

Delegate

## Finance and Information Workers Union

Delegate

## Federación Nacional de Trabajadores de TELCOR Enrique Schmidt Caudra

Delegate

## National Union of Postal and Telecommunications Employees

Delegate

## Senior Staff Asociation of Statutory Corp. and Government-Owned Companies Post & Telecom

Observer

Delegate

## Finansforbundet

Delegate

Delegate

## Handel og Kontor i Norge

Delegate

Guest

Delegate

Guest

Guest

Delegate

## Kommunikasjonsforbundet

## Norway

Synnove Lohne-Knudsen

Delegate

### NAF

### Norsk Arbeidsmandsforbund

Elisabeth Haaversen

Delegate

### NGF

### Norsk Grafisk Forbund

Benedikte Sterner

Delegate

### POSTKOM

### Norsk Post- og Kommunikasjonsforbund

Hanne Haugsgjerd

Delegate

Ingeborg Saetre

Delegate

## Pakistan

### PBIFEF

### Pakistan Bank, Insurance and Financial Employees' Federation

Jamila Qasim

Delegate

## Paraguay

### SINTRAPOP

### Sindicato de Trabajadores Postales del Paraguay

Estel Cardozo

Delegate

## Peru

### FETRATEL

### Federación de Trabajadores de CPT-Teléfono del Perú

Julio Cesar Bazan

Observer

### SINESSS

### Sindicato Nacional de Enfermeras del IPSS

Böttger Bravo

Observer

Belén Georgina

Observer

## Philippines

### KKKP

### Kapisanan ng mga kawani ng koreo sa Pilipinas (Postal Workers' Association)

Marina Lejos

Delegate

### NUBE-PH

### National Union of Bank Employees

Melvyn Quitlong

Delegate

Marilyn Tan

Delegate

## Portugal

### SINDETELCO

### Sindicato Democrático dos Trabalhadores das Telecomunicações e Correios

Maria Amelia Alves

Delegate

Manuel Da Silva

Guest

Margarida Flor

Observer

Maria Lucilia Moreira-Silva

Guest

Natalia Morgado

Guest

### SINAPSA

### Sindicato Nacional dos Profissionais de Seguros e Afins

Maria José Ribeiro

Delegate

Carla Martinez

Observer

João Silva

Guest

### SNTCT

### Sindicato Nacional dos Trabalhadores dos Correios e Telecomunicações

## Portugal

Dina Serrenho

Delegate

### SBC

Dilia Maria Chelinho

Delegate

Maria Elisabete Lemos

Observer

### SBN

Manuel Pereira Gomes

Observer

Angelina Pinheiro

Delegate

Isabel Velada

Delegate

Adriano Venceslau

Observer

### SBSI

Paula Esteves

Delegate

Ana Leal

Delegate

Francelina Marques

Observer

Fatima Nobrega

Observer

Teresa Seabra Resende

Delegate

Paula Silva

Observer

### STAS

Fernanda Franchi

Delegate

### SITese

Joao Jofre F. Costa

Observer

Maria Custodia Fernandes

Delegate

## Sindicato dos Bancarios do Centro

## Sindicato dos Bancarios do Norte

## Sindicato dos Bancarios do Sul e Ilhas

## Sindicato dos Trabalhadores da Actividade Seguradora

## Sindicato dos Trabalhadores de Escritório, Comércio, Serviços e Novas Tecnologias

## Romania

### FSRT

Stefan Morosan

Observer

### FSTc

Antoanela Mititelu

Delegate

### FST

Stoica Alexandru

Guest

Carmen Niculae

Delegate

## Federatia Sindicatelor Rom Telecom

## Federatia Sindicatelor din Telecomunicatii

## Federatia Sindicatelor din Tourism (Federation of Unions in Tourism)

## Russia

### SOTSPROF

Natalya Krasova

Delegate

## SOTSPROF Trade Union Association of Russia

## Sierra Leone

### SLUPTE

Ahmed Kamara

Observer

## Sierra Leone Union of Postal & Telecommunications Employees

## Singapore

### DBSSU

Tan Leh Hua

Delegate

## The Development Bank of Singapore Staff Union

### SBEU-Singapore

Shirley Goh Poh Eng

Delegate

## The Singapore Bank Employees' Union

## Singapore

### SIEU

Helen Choo Sin Lam

### The Singapore Insurance Employees' Union

Delegate

### SMMWU

Rosalind Li Sai Keng

### The Singapore Manual and Mercantile Workers' Union

Delegate

## Slovak Republic

### OZPOCR

Gabriela Blazekova

Daniela Merunkova

Yvan Schwarz

Jozef Zadnan

### Trade Union of Employees in Commerce and Tourism (Odborovy zväz pracovníkov obchodu a cestovného ruchu)

Delegate

Guest

Observer

Observer

## South Africa

### SASBO

Gizelle Conradie

### SASBO - The Finance Union

Delegate

### SACCAWU

Patricia Nyman Appolis

### South African Commercial, Catering and Allied Workers' Union

Observer

## Spain

### FECOHT-CC.OO

Beconia Olmedo

Rosalía Pascual Moreno

### Federación Estatal de Comercio, Hostelería y Turismo de CC.OO

Guest

Delegate

### FETCHTJ-UGT

Carmen Aunon Redondo

Leonor Vivuela Flores

### Federación Estatal de Trabajadores de Comercio, Hostelería-Turismo y Juego - UGT

Delegate

Delegate

### FCT CC.OO

Maria Antonia Martinez

Mercedes Rodriguez

### Federación de Comunicación y Transporte de CC.OO

Delegate

Delegate

### COMFIA CC.OO.

Carmen Mayoral

Laura Pinyol

### Federación de Servicios Financieros y Administrativos de CC.OO.

Guest

Delegate

### FSP-UGT

Catalina Oliver Saqrera

Jose Savaques

### Sindicato de Correos, Telégrafos y Caja Postal, FSP

Delegate

Observer

## Sri Lanka

### SLGF

M.S.D Perera

### Sri Lanka Graphical Federation

Delegate

## Sweden

### SEKO

Ingela Edlund

### Facket för Service och Kommunikation

Delegate

**Sweden****SEKO**

Ulla Olovsson

**FASTIGHETS**

Gesa Hauekost

Barbro Palmerlund

**FSU-SE**

Gildi Kajbrink

Marina Nilsson

Lillemor Smedenvall

**FTF**

Titi Engvall

Synnöve Sjögren

**GF**

Lena Andersson

**Handels**

Monika Damlin

Lars-Anders Häggström

Ninel Jansson

Sture Nordin

Gunn Roth

Helen Sandgren-Stenmark

Maria Schönefeld

**ST**

Lewa Moberg-Lindwall

Maria Svalfors

**SIF**

Barbro Henning

Irène Sundelin

Berith Westman

Ann-Helene Westrup

**HTF**

Anne Thelander

**Switzerland****Comedia**

Regula Müller

**VHTL/FCTA**

Rita Gassmann

Erika Trepp

**SSM**

Paola Minetti-Ramelli

**SC/GK**

Birgitta Bischoff

**Sénégal****Facket för Service och Kommunikation**

Delegate

**Fastighetsanställdas Förbund**

Delegate

Delegate

**Finansförbundet**

Observer

Delegate

Delegate

**Försäkringstjänstemannaförbundet**

Delegate

Delegate

**Grafiska Fackförbundet Mediafacket**

Delegate

**Handelsanställdas Förbund**

Observer

Guest

Delegate

Observer

Observer

Delegate

Delegate

**Statstjänstemannaförbundet**

Observer

Delegate

**Svenska Industritjänstemannaförbundet**

Delegate

Delegate

Delegate

Observer

**Tjänstemannaförbundet**

Delegate

**Comedia, die Mediengewerkschaft**

Delegate

**Gewerkschaft Verkauf, Handel, Transport, Lebensmittel**

Delegate

Observer

**SSM, Schweizer Syndikat Medienschaffender**

Delegate

**Syndicat de la Communication / Gewerkschaft Kommunikation**

Delegate

## **Sénégal**

### **SYTS**

Coumba Guèye Ndiaye

### **Syndicat National des Travailleurs de la SONATEL**

Delegate

### **SNTPT**

Gabou Gueye

### **Syndicat National des Travailleurs des Postes et Télécommunications**

Observer

## **Tanzania**

### **TUICO**

Jane Mbezi

### **Tanziana Union of Industrial and Commercial Workers**

Observer

## **Thailand**

### **FBFT**

Nuthakeerata Chandharangsi  
Pikul Siripongboonsit

### **Federation of Bank and Financial Workers' Union of Thailand**

Observer  
Delegate

### **TOTWU**

Mit Charoenwal  
Wantana Singh

### **Telephone Organisation of Thailand State Enterprise Employees Association**

Observer  
Delegate

### **SEWU-CAT**

Nilaimol Montreekanon

### **The State Enterprise Employees Association of the Communication Authority of Thailand**

Delegate

## **Trinidad & Tobago**

### **BEU**

Joanne Wilson

### **Bank Employees Union**

Delegate

## **USA**

### **APWU**

Judy Beard  
Margaret Leaf  
Marylin "Mo" Merrow  
Greg Poferi  
Robert Pritchard  
Pat Williams

### **American Postal Workers' Union**

Delegate  
Delegate  
Delegate  
Observer  
Observer  
Delegate

### **CWA**

Morton Bahr  
Carrie Biggs-Adams  
Larry Cohen  
Barbara Easterling  
Mike Grace

### **Communications Workers of America, AFL-CIO, CLC**

Observer  
Delegate  
Observer  
Delegate  
Guest

### **IATSE**

Joanne Sanders

### **International Alliance of Theatrical Stage Employees, Moving Picture Technicians, Artists & Allied Crafts of the United**

Delegate

### **NPMHU**

Madelyn Puricelli  
William Quinn

### **National Postal Mail Handlers Union**

Delegate  
Observer

## USA

### **NPMHU**

Diane Williams

### **RWDSU/UFCW**

Ida Torres

### **SEIU**

Gaye Williams

### **UFCW**

Susan Phillips

### **National Postal Mail Handlers Union**

Delegate

### **Retail, Wholesale and Department Store Union**

Delegate

### **Service Employees International Union AFL-CIO, CLC**

Delegate

### **United Food & Commercial Workers International Union, AFL-CIO, CLC**

Delegate

## Uganda

### **UCEU**

Da id Nkoijo

### **UPJMPAEU**

Christine Kavata

### **Uganda Communications Employees Union**

Observer

### **Uganda Printers, Journalists, Media, Paper & Allied Employees Union**

Observer

## Ukraine

Vladimir Kamen

Lyudmyla Perelyquina

Observer

Delegate

## United Kingdom

### **BECTU**

Helene Bevan

### **CONNECT**

Leyland Grant

Denise McGuire

### **CWU-UK**

Jenny Ainsley

John Baldwin

Roger Darlington

Jeannie Drake

Billy Hayes

Leslie McLean

Katrina Quirk

Linda Roy

Andrea Snowden

Jerry Wines

Sam Wines

### **Broadcasting, Entertainment, Cinematograph & Theatre Union**

Delegate

### **CONNECT**

Guest

Delegate

### **Communication Workers Union**

Delegate

Observer

Observer

Delegate

Observer

Delegate

Delegate

Delegate

Observer

Guest

Guest

### **GMB**

Annette Ranton

### **GPMU**

Louisa Bull

Tricia Dawson

### **GMB**

Observer

### **Graphical, Paper & Media Union**

Delegate

Delegate

### **MSF-UK**

### **Manufacturing, Science, Finance**

## United Kingdom

### MSF-UK

Lucy Anderson  
Olivia Roche

### PCS

Jacqui Penalver  
Maureen Wicks

### UNIFI

Doris Henderson  
Julie Heselwood  
Di Wood

### USDAW

Valerie Churchill  
Mary Fee

## Zambia

### NUCW

Neddy Nzowa

### ZUFIAW

Winnie Kakunda

## Zimbabwe

### ZIBAWU

Matilda Chokuda

## Manufacturing, Science, Finance

Delegate  
Delegate

## Public & Commercial Services Union

Delegate  
Delegate

## UNIFI

Delegate  
Delegate  
Delegate

## Union of Shop, Distributive and Allied Workers

Delegate  
Delegate

## National Union of Communications Workers

Observer

## Zambia Union of Financial Institutions and Allied Workers

Observer

## Zimbabwe Banks and Allied Workers Union

Observer

Anzahl Teilnehmer: 487  
Anzahl Entsendestellen: 233  
Anzahl Länder: 88