Introduction and overview
(Konstantinos Papadakis)

Part I. Cross-border social dialogue and agreements: Processes and outcomes
1. The impact of transnational company agreements on social dialogue and industrial relations (Isabelle Schömann)
2. A qualitative analysis of international framework agreements: implementation and impact (Christian Welz)
3. Adopting international framework agreements in the Russian Federation, South Africa and Japan: Management motivations (Konstantinos Papadakis)

Part II. Implementing international framework agreements on the ground: Case studies
4. Going local with global policies: Implementing international framework agreements in Brazil and the United States (Michael Fichter and Markus Helfen)
5. The impacts of international framework agreements: Lessons from the Daimler case (Dimitris Stevis)
6. Transnational restructuring agreements: General overview and specific evidence from the European automobile sector (Isabel da Costa and Udo Reifeld)
8. Global social relations and corporate social responsibility in outsourced apparel supply chains: The Inditex global framework agreement (Doug Miller)

Part III. Complementary initiatives
9. Organizing networks and alliances: International unionism between the local and the global (Steve Davies, Lynne Williams and Nikolaus Hammer)
10. Better Factories Cambodia: An instrument for improving industrial relations in a transnational context (Arianna Rossi and Raymond Robertson)

Appendix: Overview of provisions in international framework agreements

Bibliography
Index
## Order Acceptance Form

**Fastest ways to order:**
- **Contact us:**
  - Fax: (+41) 022 799 6938
  - Email: pubvente@ilo.org
- **Visit our website:**
  - www.ilo.org/publns

- **Write to:**
  - ILO Publications
  - International Labour Office
  - 4, route des Morillons
  - CH-1211 Geneva 22, Switzerland

- **YES!** Please send me the following items as indicated below (please indicate desired quantity).

<table>
<thead>
<tr>
<th>ISBN</th>
<th>TITLE</th>
<th>PRICE</th>
<th>QUANTITY</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>978-92-2-124587-2</td>
<td>Shaping Global Industrial Relations</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Subtotal

Postage*  

TOTAL

* For Europe and the Mediterranean please add 10% for surface mail, 15% for airmail. Rest of world: 15% surface, 25% airmail.

### Shipping Address

First Name: ____________________________  Last Name: ____________________________  Mr./Mrs./Ms.: ____________________________

Organization: ____________________________  Dept.: ____________________________

Address: ____________________________  Post Code: ____________________________

City: ____________________________  Country: ____________________________

Telephone: ____________________________  Email: ____________________________  Fax: ____________________________

### Method of Payment

Payment Options:
- [ ] VISA
- [ ] MasterCard
- [ ] American Express
- [ ] Diners

Card No.: ____________________________  Expiry Date: ____________________________  CVV/CVC/CID: ____________________________

Signature (order not valid without signature)

- [ ] Please send me a Pro Forma Invoice (institutions/libraries, please attach a purchase order)

Signature (order not valid without signature)

*The Geneva Office does not accept cheques.

---

**Related Titles**

- **The Role of Collective Bargaining in the Global Economy**
  - Negotiating for social justice
  - **Susan Hayter (ed.)**
  - CHF 50; USD 50; GBP 30; EUR 33

- **Regulating for Decent Work**
  - New directions in labour market regulation
  - **Sangheon Lee and Deirdre McCann (eds)**
  - Hardback: CHF 110; USD 110; GBP 70; EUR 75

- **The Employment Relationship**
  - A comparative overview
  - **Giuseppe Casale (ed.)**
  - CHF 50; USD 48; GBP 30; EUR 33

- **The Global Crisis**
  - Causes, responses and challenges
  - Essays from an ILO perspective
  - CHF 50; USD 50; GBP 25; EUR 35

- **Labour Law and Worker Protection in Developing Countries**
  - **Tzehaiñesh Teklé**
  - CHF 60; USD 55; GBP 35; EUR 40

- **Building Decent Societies**
  - Rethinking the role of social security in development
  - **Peter Townsend**
  - Hardback: CHF 110; USD 105; GBP 65; EUR 75

---

**Contacts**

**Publicity**
- Ms. Elvira Lesaffre
- lesaffre@ilo.org

**Sales**
- Mr. Neil Thornton
- pubvente@ilo.org