



**“IT’S PART OF OUR JOB
BUT IT SHOULDN’T BE”**

NO TO WORK-RELATED VIOLENCE!





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The International Transport Workers’ Federation (ITF) has a focus on strengthening transport unions as they face the many challenges confronting labour in a globalising world. Unfortunately the globalising process has exposed the workforce to increasing levels of violence. Violence happens when people react to lesser services and standards; when employees face the stress of insecure employment and when employers and authorities exploit workers instead of working in their interests.

Workers in passenger transport have been the most severely effected by deregulation and privatisation. At the very least wages and employment conditions have been reduced. In many parts of the world it is even worse: public transport has degenerated into a battleground between rival employer factions and any semblance of appropriate employment conditions has been lost. When workers are forced to compete for passengers and routes, violence becomes commonplace. It is the responsibility of governments and employers to protect workers, but when either or both do not care, the workers have to unite to find appropriate solutions.

The ITF continues to address the issue of violence in the workplace. We campaign against air rage, we keep a close watch on the cruise ship industry and we organise a day of action to stop violence against women workers. This booklet is aimed at workers in the inland transport sections.

There are very few taxi industry employees who work in secure and safe employment situations. Deregulation and excessive issuing of operator licences, often in dubious circumstances, mean workers struggle to make a living and bribery is common in far to many countries. Taxi drivers become targets for robbers.

Passenger railway services are often reduced or underfunded as a result of deregulation. That, associated with reduced staffing, creates tensions in the work place. Add to that the push for profits and the workforce ends up in the front line of passenger anger unsupported.

The reality varies around the world. There are still countries with very good public transport services but the stresses in society often boil over into violence when passengers lose control. Transport workers share a bond with other workers who face violence, such as hotel, hospital and hospitality workers. However for transport workers security and support are often not on hand. For many the violent situation and the insecure workplace is totally unacceptable.

This booklet is a resource to assist workers and their unions to better organise and campaign against all forms of violence in the workplace. The ITF seeks stronger unions to help protect workers. Part of that campaign must be to make the workplace safer for all.

David Cockroft
General Secretary, ITF

In this booklet, we focus on the danger of violence towards transport workers, and what part unions can play to prevent it. The solution cannot come from any one worker alone. It must come from workers uniting and organising. And they do not have to do this alone. Transport unions can unite workers to stand together. Transport unions can lobby government and employers to fulfil their responsibilities to ensure workers' safety.

In South Africa, people are killed and others injured in a clash over routes between rival taxi companies. In the USA, taxi drivers are more likely to be the victims of homicide than any other group of workers. In Finland, drivers complain of the rising incidence of violence. The British TUC finds that 47 per cent of transport workers are worried about threats. Across the world, there is a range of dangers that transport workers face. Many of them do not hit the headlines. But again and again, transport workers are forced to suffer them and pay a price.

No economy can run without effective transport. There are thousands of people employed every day to run these crucial services. It should be safe for the people who use it and the people who work to provide the service. But all too often it isn't.

Workers should never have to think: "Will I be safe today? Will I be threatened today? Will I face violence today?" Sadly, many have these fears. The first step is to get rid of the idea that there is nothing to be done and no solution. Working in public transport should be satisfying, rewarding, comfortable, decently paid and safe. This is not a ridiculous dream. It is a simple statement of how things are supposed to be.



1. WHAT DOES VIOLENCE MEAN?

When workers experience violence, it means the structure of the transport system is not correct. It means the management of the operation is not as it should be. It means the laws of the society are not appropriate or more likely not enforced. It means the users of the transport system are stressed and under pressure.

It also means some police forces are more interested in seeking bribes than enforcing the law. The fare structure is so low that no one is prepared to refuse disruptive passengers. That the employer's focus is profit rather than the welfare of the workforce.

Violence means the transport worker is under physical and mental threat, that workers are under so much pressure they forget their own standards. It means that transport workers either accept violence or organise to reduce if not eliminate the risk.

Workplace violence takes many forms. The International Labour Organization (ILO) defines it as:

"Any action, incident or behaviour that departs from reasonable conduct in which a person is assaulted, threatened, harmed, injured in the course of, or as a direct result of his or her work."

A paper for the ILO in 2003 said:

"Violence at work can be defined as incidents where employees are abused, threatened, assaulted or subject to other offensive behaviour in circumstances related to their work. Violence includes both physical and non-physical violence. It finds its expression in physical assault, homicide, verbal abuse, bullying/mobbing, sexual and racial harassment, threats and mental stress."

Workplace violence can include any or all of the following

Physical attacks, biting, punching, spitting, scratching, squeezing, pinching, harassment including sexual and racial, bullying, mobbing, victimizing, intimidating, threats, ostracism, leaving offensive messages, aggressive posturing, rude gestures, interfering with work tools and equipment, hostile behaviour, swearing, shouting, name-calling, innuendo, deliberate silence, homicide, rape, robbery, wounding, battering. (ILO 1998)

Suicides

This might not seem like an issue of violence, but suicide is one of the most difficult situations facing workers in transport. People use transport to kill themselves, for example by stepping in front of a train. Some routes are notorious for those committing suicide. This is very traumatic for drivers and guards. These workers must know that they will receive all the necessary medical care and psychological support, counselling and leave if they find themselves in this situation.

Sexual Harassment

Sexual harassment stems from a lack of respect and can take many forms. A manager or work colleague making inappropriate suggestions or demanding sexual favours; insulting gender-based language or comments; inappropriate touching; failure to recognise sexuality should not be a barrier to safe and secure employment. A real union recognises all workers are equal.

Whatever the form of violence things are clear: transport workers are the victims. The violence must stop, and transport workers must take the lead in stopping it.

How big is the problem?

A study in 2003 (Essenberg) said that in the transport sector:

"...violence against transport workers is a growing problem"

- *the number of incidents is rising*
- *the levels of violence per incident are mounting; and*
- *many incidents show similar patterns of risk and behaviour."*

Studies show that bus and taxi drivers in particular are more likely to face violence than most other groups of workers.

Railway workers report increased violence as employers reduce staffing levels.

There are no studies that examine the exact size of the problem. However, anecdotal evidence suggests that things are getting worse. Transport workers have to think more about violence in their day-to-day work.

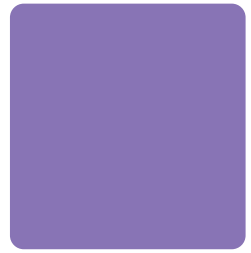
Why is this problem growing?

The need for urban transport has grown rapidly. At the same time, so has the pressure for transport to be run on profitable commercial lines like any other business. Under pressure from the IMF, World Bank, and similar institutions, many national and local governments have followed a policy of privatization. Sectors of public transport have been sold to private owners. Where sectors have not been sold, they have been commercialised and often deregulated. Commercialisation means that a publicly owned transport company must now run like a privately owned transport company and make a profit.

Sometimes, sections of the company are outsourced so that more and more of the work is done by private contractors who are only concerned for their own profit. The mission is not public service, but to provide transport with cost recovery and run at a profit. Deregulation means that unrestricted competition and uncontrolled conditions are allowed. When the conditions of workers are no longer protected by regulation, employers can offer any conditions and be sure that desperation from poverty and unemployment will force some workers to accept terrible conditions. Increasingly, workers are employed as casual labour without any job security.

In this climate of profit making, competitiveness and cost recovery, there has often been little or no investment in publicly owned transport. So the whole service has got worse. Across the whole industry, employers have looked for every possible way to increase productivity and increase profits while decreasing costs at the same time. This can mean broken shifts, longer hours, less staffing for the same or more work. It means employers are less willing to spend money on the safety of workers and passengers.

Each and all of these mean something very simple for workers in transport: they have to work harder, under more stressful conditions. And that in itself can make violence more likely – even amongst workers themselves. It also means that there is more likely to be frustration and anger amongst passengers. And too often, that is turned against transport workers.



2. PREVENTING VIOLENCE

Well run, properly licensed, regulated and appropriately staffed public transport helps reduce opportunities for violence, but prevention requires commitment from workers, their unions, management and civil society.

There are simple measures that can reduce the risk. Separation of drivers from the passengers through screening or other barriers; fare payment systems that reduce the cash in the vehicle; sufficient trained staff to give proper service and passenger protection; employers committed to protecting their workforce be they permanent or casual; workers prepared to support each other when necessary.

The extreme criminal attack is hard to plan protection against, but the abuse of the ticket seller, conductor or driver triggered by poor service standards can be challenged because it is observable, recordable and confrontable.

The government is supposed to be responsible for protecting people living in a country. Employers are supposed to be responsible for providing a safe and healthy working environment. But too often, these responsibilities are not being met, so it falls on workers to protect themselves.

This means making sure that employers give workers the rights they demand; public transport should be regulated to ensure that it is planned, safe, affordable and efficient; enforced regulation should give real protection to transport workers; rights and protections should be recognised in agreements with employers; protective agreements, regulations and law should be fully respected and implemented.

When workers are at risk, there are steps that can help to prevent violent incidents:

1. Identify the problem
2. Report the problem
3. Minimise the danger by demanding increased safety measures for workers in the situation
4. Seek the elimination of the dangerous situation
5. Ensure workers are able to recover and are supported after any incident
6. Ensure the right of workers to avoid and refuse to work in situations without adequate protection

Transport workers are best placed to assess the risks they might face. Assessing risks means looking at everything that could cause actual or possible danger. Often workers become used to the same conditions and workplace practices. For example bus drivers might work without an effective physical barrier to protect from passenger assault; or working alone late at night when there are few people around. There are risk factors to identify.

Workers are most likely to be at risk if they are:

- alone
- in isolated places and routes
- carrying large amounts of money
- working at night and at quiet times
- working on routes where crime is common
- having to act as security guards with passengers and the public
- working in situations where there is political or social unrest
- working with other people from inside or outside the workplace who are angry, frustrated, stressed

- working without physical protection
- working in conditions where workers are forced into aggressive competition with each other

Be careful when looking at possible solutions. Increased security should offer more protection for workers, but it can simply mean more control over workers by bosses. Unions have to make sure that each measure is organised, implemented and controlled to help frontline workers. It is not the job of transport workers to become security workers, intervening in conflicts between passengers, protecting company property, or providing their own safety equipment.

Below is a list of some of the main types of problems workers face. With it is a list of some of the main solutions workers have identified and campaigned for. Each one by itself is not a complete solution to the problem, but together they form a good starting point. There is always a way to increase your safety and protection from work-related violence.

SOLUTIONS TO WORKPLACE VIOLENCE

IMPROVING THE WORK ENVIRONMENT

- Improving the physical design of the workplace, such as effective physical barriers between drivers and ticket sellers/collectors and the public. This could include bulletproof glass where necessary. Workers must be able to see what is happening in their workplace
- Not carrying cash, with signs making that clear. There should be ticketing options that reduce or eliminate cash carried by drivers. Where tickets are sold for cash at selling points, these must be fully secure
- Working in teams instead of alone
- Having effective communication in the event of any threat: radio, panic alarm button, dead-man alarm, with a response plan for when calls come in
- Better lighting of stations, depots, and vehicles
- Visible uniformed security
- CCTV
- Arrest and prosecution of assailants, with publicity of this policy
- Allowing workers to refuse to serve aggressive or hostile customers, to refuse to sell tickets or eviction of troublemakers from the premises by security guards. Protection from the company for workers who do this
- Employee-only toilets, rest areas, break areas
- Secure end-of-line/turn around facilities

EMPLOYERS' RESPONSIBILITIES

- Minimising causes of passenger frustration. These include improving service, avoiding cancellations and overcrowding, and the provision of waiting shelters
- Providing clear information on all important issues to passengers. This includes fares, routes, delays, scheduled maintenance
- Training for workers in managing potentially violent situations. This includes methods of calming down the passengers and communication skills

SEXUAL HARASSMENT

- Establishing legislation, regulation and company codes that ban sexual harassment
- Creating a culture of zero tolerance
- Providing a proper reporting mechanism including swift, fair and confidential procedures. There needs to be a specific person who is trained and skilled to deal with all reported cases.
- Running active union campaigns



3. VIOLENCE: RECOVERY AND COMPENSATION

Unions can support workers to minimise the risk of violence, but incidents are still likely to occur. When this happens, employers should provide workers with everything they need for recovery. This includes:

- rehabilitation and return to work, job guarantee
- counselling and traumatic stress care
- paid time off
- full medical costs for appropriate medical care provided
- identified plan of action to change and avoid similar risk situations
- full compensation in the event of disabling injury
- full compensation to family and dependants in the event of death

Workers facing violence can become depressed, fearful, frustrated, angry and stressed. This means that workers are more likely to become aggressive and violent themselves, and potentially to become violent towards co-workers. To change the situation, unions will need to look at bigger workplace structures. This means avoiding situations where workers are turned against each other in aggressive competition, against the principles of trade union and working class solidarity. Unions should look at the following areas:

- **Structure of work:** there must be legislation and regulation of the transport sector as a whole, which minimises stress and cutthroat competition for profit
- **Work and employment practices:** to minimise stress and competitiveness between workers. There must be decent basic pay (without dependence on bonuses and overtime); job security; and a full range of measures to provide safety. There must be access to training about how to deal with potential conflict situations among colleagues. Workers and unions must have full access to all information that is important in dealing with work-related violence.
- **Solidarity and collective organisation:** with other workers in transport. Transport workers should be able to turn to each other for support and encouragement.

Some violence risk factors are obvious, for example working alone in an office without security, or having to deal with angry passengers every day. As outlined in the previous chapter, it is important to address these frontline concerns. But unions also need to examine the wider context. This could include putting pressure on companies that don't spend money on safety for workers, or that tolerate sexual harassment. It could also include lobbying the government for better laws and regulations to protect workers.

SOLUTIONS

- Identify known dangerous situations together – so that you can take proactive steps to avoid them and protect yourself (education and information)
- Report every incident – violence is not your problem to deal with privately. Others need to know and solutions must come from dealing with the problem together. Demand that the company provide these records to all workers (access to information)
- Discuss problems with workers around you. Draw on their knowledge and experience (peer education)
- Organise and campaign to demand solutions to each hazard: in law, in regulation, in agreements with employers (organisation, prevention and protection)
- Don't accept that this is just the way things are. Workplace violence is something that must be dealt with. Demand solutions and search for solutions from other workers
- Each step of the way, put the right to a safe and decent working environment on the union agenda
- Demand insurance and compensation
- Remember: it is the responsibility of employers and the government to ensure a safe working environment. It is the right of workers to have that safety. No worker should ever have to choose between job, wage and protecting their own safety

The right to refuse work

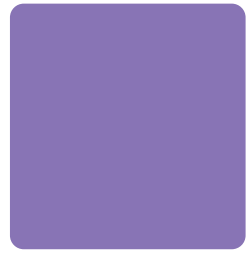
Workers often feel under pressure to go into situations they know are dangerous. They fear losing wages, or even jobs. Every day, transport workers are being faced with a decision: accept working in dangerous conditions, or try to avoid danger and face a penalty. No worker should have to face this choice.

Unions need to organise and take collective action to stop these situations. They need to make sure that employers and governments listen; that they are forced to understand that workers will not forever be willing to pay a price and face dangers when these dangers can be removed. The crucial protective measure is the right to organise and take action to force what is necessary.

Workers are going to continue to be forced into situations which we know are dangerous, when there are known protective measures, but they are not being implemented. So part of the struggle is to win the right to refuse to work in these situations. And that right only means something if it comes without penalties. That means without threats, without accusations, without discipline, without loss of wages, without dismissal, without even the fear of any of these things.

Workers should have all possible protection to minimise danger. Workers must have the right to refuse to work when that is not provided. Workers must have full care and compensation if harmed in any way because of work-related violence. No worker should ever have to face the choice between unprotected dangerous work situations, or suffering penalties if they act to protect themselves.

This right must be put into law and regulation, it must be put into agreements with bosses, and it must be enforced and respected.



4. ORGANISING AND CAMPAIGNING FOR AN END TO WORKPLACE VIOLENCE

How can unions best do their work in the struggle against workplace violence? Health and safety structures can play a role. Below are some ideas for how these might work. These suggestions have been built up by looking at what workers have secured in different countries. There are other possibilities. It could be that the existing structures and negotiating processes are already good enough. But sometimes it can be useful to make the role of health and safety a specific job.

- **Individual workers and group of workers:** with the protected right to refuse dangerous work. When you are working alone, you are your own shop steward. The dangerous situation might be in front of you, there and then. This means that you should have the information and the right to take decisions to protect yourself without penalty
- **Health and safety representative/s:** with full training and the power to identify hazards and protective measures. There should also be someone to go to immediately if there is a problem, for support, advice and protection. This is a health and safety rep. It could be the shop steward who also has this job. But it is a very specific role, and needs someone who has been given all possible training
- **Health and safety committee:** with the power to identify hazards and agree on solutions. Often workers face the same problems of violence. So there needs to be a wider solution and measures implemented across the workplace and company, as part of the struggle in the whole industry and across industries. The health and safety committee, drawn from health and safety reps, can carry forward this job. It can do that job only with real powers – and only if management, whether willing or unwilling, is obliged to negotiate on health and safety issues
- **Health and safety authority:** which can enforce protective measures and penalize employers. This is a body outside the workplace, drawing on different parties involved to do all the necessary research, information gathering, and drafting of regulations. The people serving on it must have the confidence and approval of workers through their unions

These structures and their work can only be fully successful if they are:

- Grounded on strong democratic unions
- Supported by formal agreements with employers
- Codified in regulations spelling out concrete preventive and protective measures
- Enforced through protective legislation which spells out employers' responsibility, obliges them to negotiate, and makes sure that there is implementation of health and safety measures

Some employers argue that there is too much regulation. Or they say they are concerned about health and safety but there is no law – so not all employers will comply. Sometimes governments say that they are concerned about health and safety but it must be left to employers. In the meantime, the problems are getting worse, and the solutions are not getting implemented. The responsibility for the safety of workers should not be passed about lightly. Health and safety are union issues, because they are issues that workers face every day. Only from a foundation of union strength can we move forward with the greatest power against bosses and governments.

Campaigning with others

Organise your activities to support other transport worker action campaigns.

- ITF Road/Rail Transport Action campaigns
- International Women's Day
- Workers' Memorial Day
- Other campaigns organised by other unions and worker organisations
- Community support groups



5. USING THIS BOOKLET

Here are some ideas about how you can use this booklet. To make it as effective as possible, we need to understand it as a tool for action. How can it build our knowledge and help us collect more information about workplace violence? How can it assist us to organise and mobilise against the problem? We can use the booklet with other workers and/or in the union. We can also use it on our own.

For research and information gathering

- The ITF needs more information on transport workers' experience of workplace violence. This information will deepen our understanding of the problem. And the information can be used to decide on the goals and strategy for our campaign against workplace violence. Chapter 6 provides an outline for two different workshops to gather more information and plan activities. You can hold these workshops with small or large groups of workers
- Or you can make use of the guideline questions included in Chapter 6 to gather detailed information from workers about their experiences of workplace violence. Speak to workers on the job or during rest time. Record the details of what happened. Make sure that you report or send the information to your shop steward or union representative and the ITF

For campaigning

- Information from workers about workplace violence can help us build a strong campaign. It is important that we involve a cross-section of people in planning the campaign – workers, shop stewards and union leaders. You can use the booklet to raise awareness about the problem of workplace violence throughout the campaign. This will be necessary for both transport workers and the wider community. Planning the campaign can take place in workplace meetings, or union meetings, or in a special planning workshop. Discuss:

- **What are the main problems related to workplace violence that are most widely and deeply felt by workers?**
- **To resolve these problems, what should be the campaign goals?**
- **Who (employer or government entity) will be targeted in the campaign?**
- **What are the main actions for the campaign?**
- **How will workers be involved in the campaign?**
- **Who can we get support from for the campaign? For example, in the community.**

For collective bargaining

- Chapter 4 has a focus on measures for preventing workplace violence and protecting transport workers. There are also ideas about care and compensation for workers who are harmed by violence. Workers in your workplace or union might have other suggestions. These solutions must be recognised in our collective agreements with employers. Using the booklet, have a discussion in your union meeting or with the union collective bargaining team or with your shop steward to suggest clauses or demands for collective bargaining agreements on workplace violence, and for building organisation and structures.

→ Chapter 4 has information about health and safety structures. Many transport workplaces and unions do not have these structures. Read in the booklet about what these structures could look like. Discuss in a workplace or union meeting, or with fellow workers:

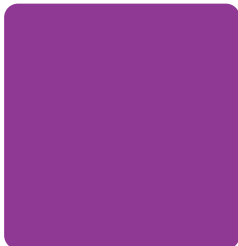
- **What health and safety structures do we want?**
- **How can we build these structures?**
- **What problems might we face in building these structures?**
- **How can we overcome these problems?**
- **An example paragraph for a Collective Bargaining Agreement could be:**
"The employer is committed to provide a safe and healthy workplace for staff, customers, visitors and users. The employer will take all practicable steps to ensure the safety of employees while at work..."

For education

- If you are reading this booklet on your own, make sure that you have one-to-one conversations with other transport workers. Find out about their experiences of workplace violence, and talk to them about the booklet and what you have learned about the problem
- Groups of transport workers can come together in the workplace or away from work to read and discuss the booklet. Wherever workers gather, you can use the opportunity to learn and share experiences – the bus depot, petrol station, taxi rank, railway station or canteen. Each workplace discussion can focus on a different chapter or you can read the whole booklet. Ask for volunteers to read aloud. After reading a chapter, discuss these questions:

- **What can we learn from the information and stories in the booklet?**
- **What experiences and problems do we have that are similar and/or different?**
- **What can we do to solve the problem of workplace violence?**

- Your union can hold a workshop on workplace violence, with different sessions making use of the information in the booklet. If you have a union educator, then he/she can make a summary of each chapter. Workers coming to the workshop can volunteer to prepare and talk about the different topics in the book



6. COLLECTIVE ORGANISING IN THE WORKPLACE

Transport workers can achieve a lot by working together on the issues. Here are some suggested formats for union workshops to discuss violence, and ways of improving the situation.

Workshop 1 – A small gathering to review your workplace issues

This workshop can be reasonably informal. It can focus on your work area, a depot or a particular problem you understand several workers have faced. You do not need many people.

Introductory session: Note; It is important that there is at least one person responsible for chairing the workshop and taking the notes. If the workshop is larger or more formal seek to elect a Chair and a Recorder.

The Chair should briefly explain why the workshop/meeting has been called and what the aims are. All should discuss if necessary to reach agreement.

Session 2: You have identified the purpose for the meeting. Now it is time to voice and record the problems/issues. (chapter 1 may help classify the problem)

This can be done by one-on-one discussions, small groups or as a single group of workers. The chair should make sure everyone has an opportunity to contribute.

e.g. What violent situations have you faced or heard about from other transport workers?
What is the situation that is causing concern? A manager, another worker, a gang, no security or protection, working alone etc.

Session 3: You have all identified the issues causing concern. Now it is time to discuss options to remove the cause of the violent situation/s. (chapters 2 and 3 may help identify options)

- From your experiences, what other options can you suggest?
- What are the problems with implementing these options?
- How can these problems be overcome?

Session 4: Determining what the group can do to overcome the identified problems. (chapter 4 may help you but often you will need to identify your strengths and supporters locally.)

Discuss together how you can campaign to overcome the problem/s your group has identified. The aim should be to end workplace violence, but how do you start this process?

Think about the goals for your campaign, the actions which will be taken, how to build worker and where necessary, public support.

Record your decisions; make sure complaints are registered with the employer; support through a proper union is important; please notify ITF. (see how to on last page)

Workshop 2 – Your workplace and worker protection through broader campaigning

This workshop could be organised by your union or by a group of workers in a specific workplace or working for a specific employer. If you have a union representative use that person to arrange the workshop – if there is no union representative select your own leader to make the arrangements.

If the workshop is held in work time seek agreement with the employer to provide the meeting space and paid release time. You could consider asking the employer to attend for a short period to inform the workers what the employer intends to do about violence at work!

1. Introductory discussion

The workshop leader should begin the discussion by briefly explaining why the workshop is being held and what results are expected. Workers may have their own ideas of what these results should be, so those attending need to discuss this and agree.

In this type of workshop you would be considering your workplace. Topics for discussion could include:

- **Incidences and causes of violence in our workplace and what we can collectively do to improve our security**
- **Violent incidents in a specific workplace, looking at the problem and how to seek improvements for worker protection**
- **Possible improvements in operations to protect the workforce**
- **Why the authorities are not regulating public transport or enforcing regulations to protect workers**

Note: It is important that you elect a person to record the important comments and the agreed decisions you make.

Second Session. Gathering information from participants

Depending on the agreed purpose of the meeting this session needs to gather the information and facts. You may have heard about the problems but you now need to check for the truth.

If there are workers doing different jobs (e.g. mechanics, drivers, ticket collectors and sellers) you could divide up into different groups according to work designation or work areas for this part of the workshop. Again someone will need to record and report back. Participant or group discussion needs to include:

- **What are the most dangerous situations we experience?**
- **What are the examples of violence that happen to most of us?**
- **What are the examples of violence that happen most often?**
- **What did the employer promise to do but has not OR what do we believe the employer should be doing?**
- **What have the authorities (police, labour department, health and safety officers, local or central government politicians) failed to enforce or do?**

Third session. Planning your campaign

With the information gathered in the previous sessions the group needs to discuss what collective action they will support to seek a solution to the problems. What will be your campaign and who or what will help you? If you are going to start a campaign you need supporters. Before finalising your collective action you need to consider what needs to be done, when and by whom.

- Will the majority of workers support the activity?
- How are you going to discuss your campaign with other workers and get their support?
- Are there other groups or unions that will help?
- Does your central organisation of trade unions have a general campaign that will help?
- Are there women's groups, transport users groups or local political groups that you can contact for support?
- Are there written codes or agreements on health and safety with your employer?
- What does the national law or local by-laws say?

Your campaign should aim to win protection for all workers but you may need to start with the most urgent situations.

Fourth session. Putting it into action

So you think your campaign is the best way of achieving your goals. Who will do what and when? A campaign is built on collective action even if different persons are responsible for different parts of the campaign. Before your workshop/meeting closes the tasks that need to be done have to be agreed and allocated to persons to do them. If the campaign organising and all the work is left to your leaders, experience tells us you will struggle to win. However if a broad group have tasks within their skills and ability the larger group will achieve more.

Again – please notify your activity to the ITF.

Guideline Questions

Keeping a record – asking the right questions – gathering your evidence.

- What job do you do (e.g. “I’m a ticket collector”)?
- How did you feel when you faced this violence?
- What exactly happened (What type of violence; describe it)?
- Who acted in a violent way (e.g. Passenger without a ticket)?
- Where and when did it happen (e.g. At the station exit, late at night)?
- Did you have proper protection (e.g. “No – there was no barrier or screen, and bad lighting”)
- Did you report the violence? To whom? (e.g. “Yes, to the supervisor the next day”)
- What happened – were any steps taken after the report (e.g. “No everything continued like before”)?
- Are you worried that this same violence can just happen again?
- What measures are there to prevent this from happening or to protect you and other workers if it does happen (e.g. “Sometimes there is a security guard, but not late at night”)
- What measures did you take to protect yourself when this happened? (e.g. “I just let the passenger pass without a ticket”)
- What measures do workers take to stop it from happening (e.g. “We try to make sure that two of us are together by using only one exit, instead of each of us being alone at two different exits”)?

Make sure this record is available for the union as evidence to support their campaigns.

USEFUL RESOURCES

For more information about the issues, see:

www-ilo-mirror.cornell.edu/public/english/protection/safework/violence/index.htm
A useful guide to violence at work, with general information about the issues

www1.umn.edu/humanrts/svaw/harassment/explore/1what.htm
A resource on sexual harassment, identifying the problem and finding a solution

www.usda.gov/news/pubs/violence/wpv.htm
A workplace guide to violence

www.caw.ca/en/services-departments-women.htm
News and advice on women's issues from the Canadian Auto Workers, including some content on violence

www.itfglobal.org/infocentre/pubs.cfm/detail/7402
A guide to health and safety issues for women

GET IN TOUCH

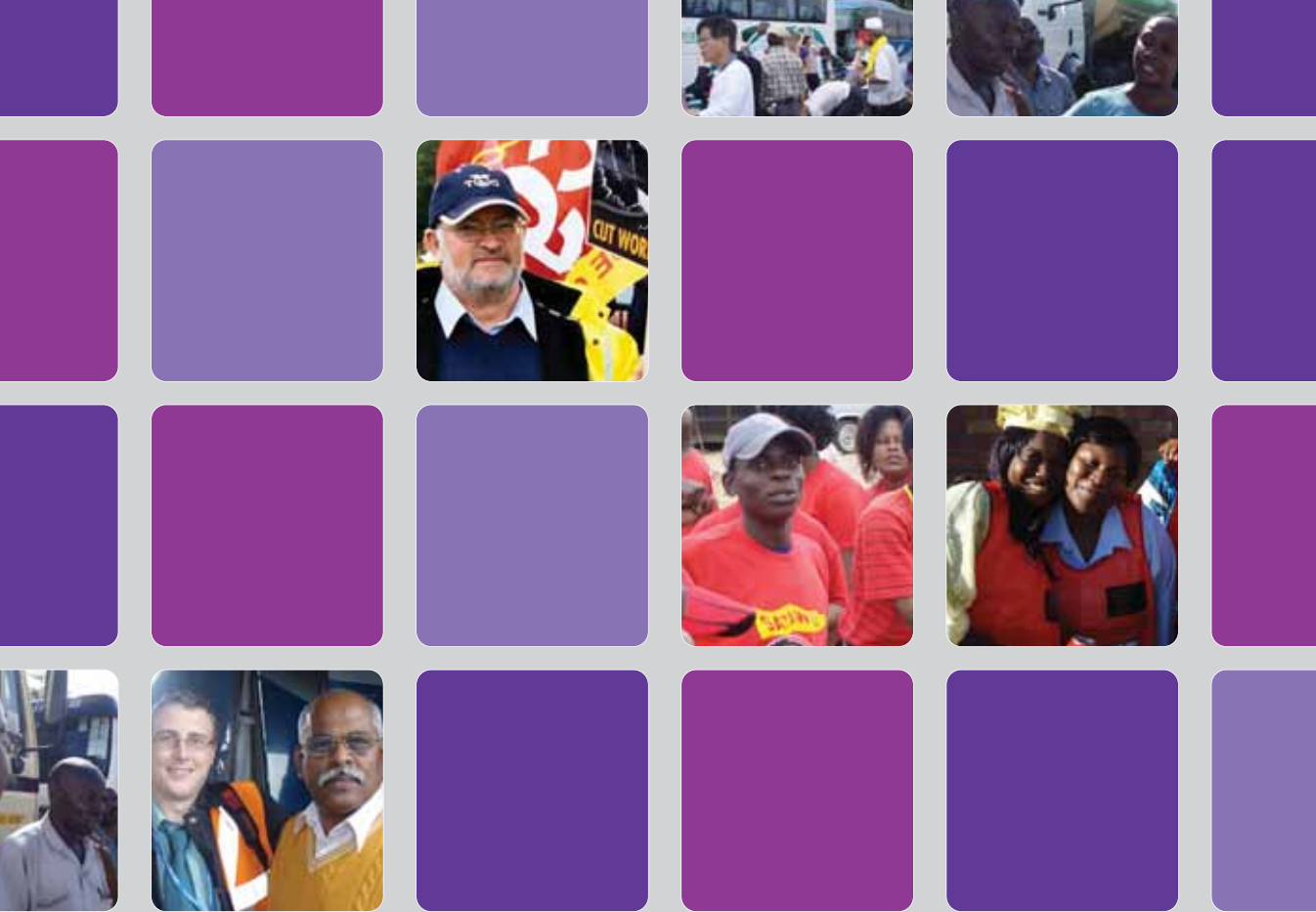
This booklet contains information and ideas. Its strength lies in the hands of transport workers. The struggle to stop work-related violence can only go forward with the organisation and mobilisation of transport workers.

To make this booklet as effective as possible in that struggle, we need more information.

- What are the exact dangers that workers face?
- What solutions have been developed?
- How have unions established agreements with employers?

Please send details to the ITF:

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Email mail@itf.org.uk
www.itfglobal.org/urban-transport/notoviolence.cfm



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