

**ILO CONVENTION 190 ON ELIMINATING VIOLENCE  
AND HARASSMENT IN THE WORLD OF WORK**

# **A TRANSPORT WORKERS' TOOLKIT**



# ITF

**THE INTERNATIONAL TRANSPORT WORKERS' FEDERATION (ITF) IS A DEMOCRATIC, AFFILIATE-LED GLOBAL FEDERATION OF 670 TRADE UNIONS IN 147 COUNTRIES, REPRESENTING OVER 18 MILLION WORKING MEN AND WOMEN IN ALL TRANSPORT SECTORS. THE ITF PASSIONATELY CAMPAIGNS FOR TRANSPORT WORKERS' RIGHTS, EQUALITY AND JUSTICE.**



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The Global Labour Institute in Manchester (GLI Network Ltd) is a not-for-profit company providing research and education for the international trade union movement. GLI is a member of the GLI Network, an alliance of organisations promoting international solidarity among trade unions and other organisations and movements of civil society. Alongside GLI Manchester are GLI Geneva, ReAct (GLI Paris), the Praxis Center (GLI Moscow) and City University of New York School of Labor and Urban Studies (GLI New York).

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# GLOSSARY

## CONVENTION (ILO)

A legally binding international agreement. ILO Conventions cover a wide area of social and labour issues including basic human rights, minimum wages, industrial relations, employment policy, social dialogue, social security and other issues. Conventions are legally binding international treaties that may be ratified by ILO member states. ILO Conventions concerning gender-specific issues have a long history (read more [here](#)).

## EMPLOYER

A term that has been traditionally used to describe an individual or organisation who engages others to work for them as formal employees. In this toolkit we use the term 'employer' to also describe others who determine livelihoods and working conditions in informal work and non-standard forms of employment.

## GENDER

The range of characteristics that a society defines as being masculine or feminine which determines roles, behaviours, constraints, and opportunities associated with being male or female. It describes what is acceptable and expected of men and women in a particular culture, at a given point in time.

## GENDER-DISAGGREGATED DATA

Data collected separately on men and women.

## SYSTEMIC EXCLUSION OF WOMEN FROM DECENT JOBS

Inequality in the allocation of women and men across different job categories. It can be vertical (under/overrepresentation of women in a sector) or horizontal (under/overrepresentation of women in certain roles/work tasks).

## GENDER-BASED VIOLENCE AND HARASSMENT

Violence and harassment directed at persons because of their sex or gender or affecting persons of a particular sex or gender disproportionately. It includes sexual harassment.

## GENDER-RESPONSIVE

Identifying underlying deep-rooted inequalities between women and men, and then working to transform them. Gender equality becomes central.

## GLOBAL UNION FEDERATIONS

International federations of national trade unions organising in a specific industry, sector, or occupational group. The ITF is a Global Union Federation.

## IFI SAFEGUARDS

International Finance Institutions have 'safeguards' that set out the basic protective standards that have to be met by borrowers to receive funding.

## **INTERSECTIONAL DISCRIMINATION / MULTIPLE DISCRIMINATION**

Multiple discrimination takes place on the basis of two or more personal characteristics and/or identities (ie sex, gender, race, class, sexuality, religion, disability, age). The combination or interaction of these different characteristics and/or identities creates intersectional discrimination. The ILO generally refers to 'multiple discrimination'. Convention 190 refers to 'multiple and intersecting forms of discrimination.'

## **PATRIARCHY**

A socially constructed system in which men are more likely to hold positions of power, leadership, authority, and privilege.

## **PLATFORM WORKER**

A worker using an online platform to provide services in exchange for payment. Online platforms act as intermediaries that connect and control information between producers, distributors, employers, workers, and consumers.

## **PSYCHOSOCIAL HAZARD/ RISK**

Anything in the design, management or organisation of work that could result in negative psychological, physical, and social outcomes such as work-related stress, violence, and harassment.

## **RATIFICATION / RATIFY**

When governments agree to put the contents of an internationally agreed standard into national law and practice, and it becomes binding (obligatory).

## **RECOMMENDATION (ILO)**

Non-binding guidelines which give important guidance to governments and are important tools for campaigns and negotiations.

## **RISK**

A term used to describe persons, or situations in which exposure to violence and harassment is more likely. It can be a problematic term because it can sound disempowering, can place blame on the survivor and does not focus on the perpetrator, but it has been used throughout this toolkit because it is used in Convention 190.

## **SEXUAL COERCION**

When someone abuses their power to sexually exploit someone in return for a service from his/her authority.

## **THIRD PARTIES**

This includes customers, clients, passengers, patients, business contacts, service providers, members of the public, authorities, and vehicle owners.

## **VICTIM/SURVIVOR**

'Victim' and 'Survivor' are both used to describe individuals who have experienced violence and harassment. 'Survivor' is used in this toolkit because it has more positive connotations and is more empowering.

## **VICTIM-BLAMING**

Holding the survivor/victim responsible rather than the perpetrator.

## **VIOLENCE AND HARASSMENT**

A range of unacceptable behaviours and practices, or threats thereof, whether a single occurrence or repeated, that aim at, result in, or are likely to result in physical, psychological, sexual, or economic harm, including gender-based violence and harassment.

## **VULNERABLE**

A term used to describe those who are more exposed to violence and harassment. It can be a problematic term due to its negative connotations of helplessness and powerlessness, but it has been used in this toolkit because it is used in Convention 190.

## **WORKPLACE**

The place or location where someone works (either for their employer, or for themselves). This has traditionally been seen as a physical workplace.

## **WORLD OF WORK**

This term has a broader scope than 'workplace' and includes all activities 'in the course of, linked with, or arising out of work'. This is important for transport workers and informal workers because it also includes public spaces and private spaces, places where workers are paid, take rest breaks or meals, or use sanitary, washing and changing facilities; work-related trips, travel, training, events or social activities; work-related communications; in employer-provided accommodation; and when commuting to and from work.

## **ZERO-TOLERANCE APPROACH**

A term used to highlight the unacceptability of violence and harassment. A zero-tolerance approach may often be used with regards to violence and harassment. The approach can be problematic because it can discourage workers from reporting violence and harassment.

# THE BASICS

Violence and harassment is endemic in the transport industry, affecting women workers disproportionately. They negatively impact the health and dignity of transport workers, threaten decent work and contribute to the **systemic exclusion of women from decent jobs** in the transport sector.

In June 2019, at the centenary International Labour Conference (ILC) of the International Labour Organization (ILO), workers, governments and employers came together and made history by adopting the **first ever international standards on violence and harassment in the world of work**.

The new international labour standards take the form of **Convention 190 (C190)**<sup>1</sup> – a legally binding treaty, and **Recommendation 206 (R206)**<sup>2</sup> – non-binding guidelines on how to apply the Convention. **The Convention came into force on 25 June 2021**.

The adoption of C190 and R206 in 2019 came after years of campaigning by workers and trade unions, led by the International Trade Union Confederation (ITUC) in partnership with the International Transport Workers' Federation (ITF) and other Global Union Federations (GUF).

The adoption of C190 and R206 is a huge victory for all workers, and particularly for women workers. The campaign for the Convention was a particularly hard-fought battle. Trade unions successfully lobbied governments and built public campaigns to raise awareness of the importance of such a Convention. ITF Women played an important role within the workers' group to achieve language important for transport workers in the Convention. ITF affiliated unions played an important role taking action to secure the Convention through:

- Lobbying their national governments
- Campaigning to raise awareness and support
- Providing evidence about the impact of violence and harassment against transport workers.

Many countries have national legislation on violence and harassment and/or gender-based violence and harassment, and several ILO instruments do refer to violence and harassment. But there are many gaps in national legislation, and previous to C190 no ILO instrument directly addressed violence and harassment as its primary aim, defined what it means, or suggested steps that governments, employers and trade unions should take to **prevent, address and redress** violence and harassment in the world of work.

These international labour standards take a comprehensive and integrated approach and fill the gaps in existing legislation at the international and domestic level. C190 provides the first internationally agreed definition of violence and harassment and is the first ever international labour standard that establishes a clear framework to end violence and harassment in the world of work. C190 and R206 are inclusive and have a wide scope – they apply to all sectors and workers and go beyond the physical workplace.

**Transport is identified as one of the sectors most exposed to violence and harassment.**

The international standards explicitly cover the types of violence and harassment that transport workers frequently face and identify the particular risk factors that expose workers to violence and harassment in the transport sector. Importantly, the standards recognise that violence and harassment should be integrated into occupational safety and health (OSH) management.

# DEFINING THE LANGUAGE

In C190 the term “**violence and harassment**” in the world of work refers to a range of unacceptable behaviours and practices, or threats thereof, whether a single occurrence or repeated, that aim at, result in, or are likely to result in physical, psychological, sexual or economic harm, and includes gender-based violence and harassment;

The term “**gender-based violence and harassment**” means violence and harassment directed at persons because of their sex, gender, or affecting persons of a particular sex or gender disproportionately, including sexual harassment.

“**The world of work**” broadens the definition of work beyond the workplace. The Convention is not limited to the physical place where people work and includes all activities “in the course of, linked with, or arising out of work”.

This broad scope is vital for transport workers because it includes:

- Public spaces
- Places where workers are paid, take rest breaks or meals, or use sanitary, washing and changing facilities
- Work-related trips, travel, training, events and social activities
- Work-related communications (including email, messaging or other forms of communication)
- Employer-provided accommodation
- Commuting to and from work

# WHAT CAN TRADE UNIONS DO?

C190 and R206 are important tools to strengthen the campaign to end violence and harassment in the world of work. They provide a foundation for trade unions and other stakeholders to strengthen union action around violence and harassment at work.

## LOBBY FOR RATIFICATION

The Convention only becomes legally binding when a government adopts it into national law. This process is called ratification. Once a country has ratified, it is subject to the ILO’s supervisory system which ensures it is meeting its obligations. The countries that have so far ratified are listed [here](#).

Workers and their unions have an important role to play in the ratification and implementation of C190. Unions can also achieve rights and better conditions for workers by campaigning to improve existing legislation through the incorporation of C190 language.

See a sample letter for lobbying governments to take the formal steps to ratify C190 [here](#).

## TAKE ACTION

Whether or not C190 is ratified, it provides a basis for unions to ensure workers are protected. For example, unions can negotiate with employers and other organisations and institutions that have influence over livelihoods and working conditions to integrate C190 language into workplace policies and collective bargaining agreements.

Violence and harassment should become standard in occupational safety and health



(OSH). Planning and risk assessment should always include preventative measures.

Unions should ensure all workers, including informal workers, are properly organised and represented so they have a say in their working conditions.

## **ENGAGE WITH STAKEHOLDERS**

C190 and R206 can also be used as powerful tools in campaigns and negotiations with policymakers at different levels. Unions can campaign for the language and provisions of C190 to be integrated into the policies and actions of regional inter-governmental organisations, social partners, and investors in transport infrastructure, including in investment and formalisation processes.

Informal workers and unions representing informal workers can demand proper representation in negotiations with governments and public authorities. Unions can build and strengthen alliances by creating campaigns around C190.

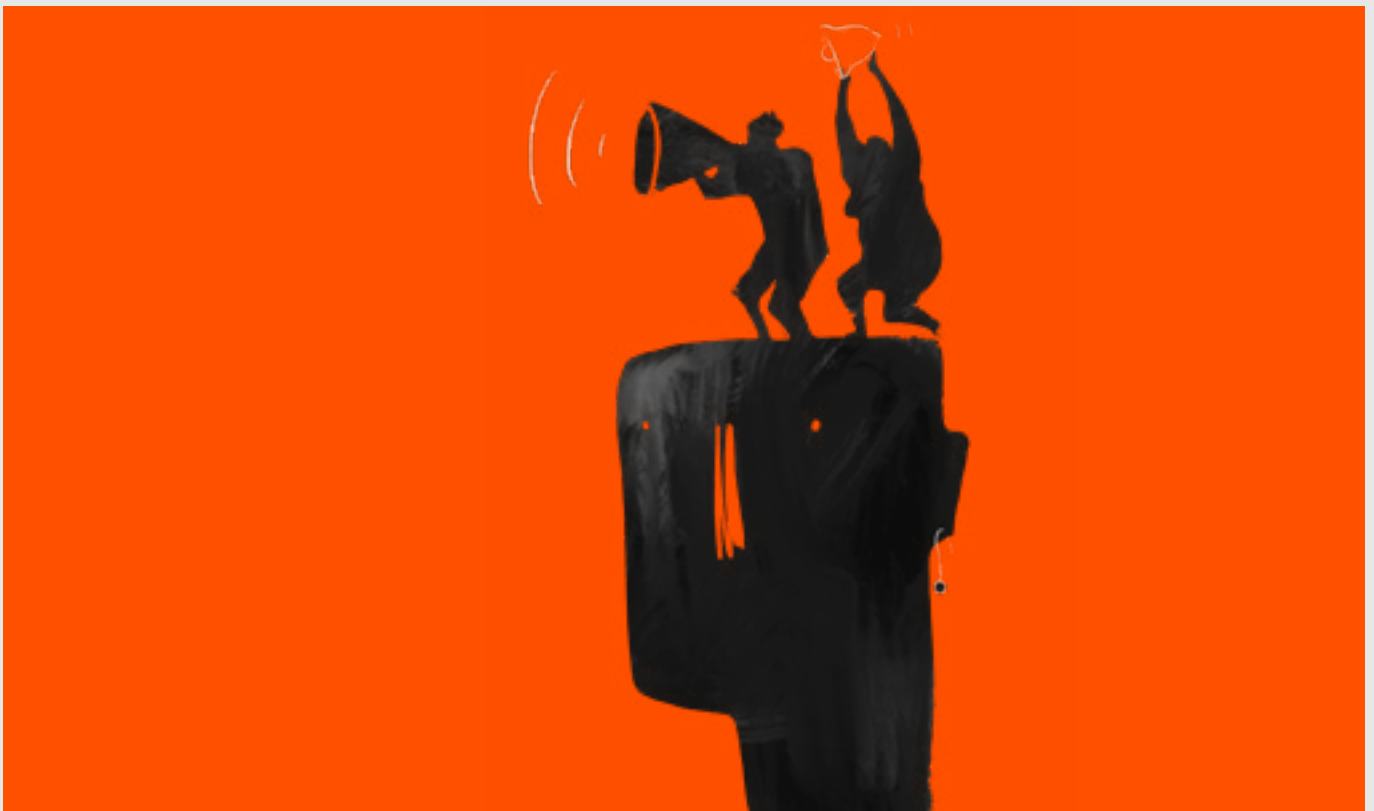
## **RAISING AWARENESS**

C190 and R206 can be used to educate, organise, and activate union members to campaign for an end to violence and harassment in transport, including domestic violence.

Union leaders should:

- Encourage open discussions about the impact of violence and harassment on everyone at work
- Support survivors of violence and harassment and encourage them to report incidents
- Shift the focus and share stories and evidence of the impact that perpetrators of violence and harassment have on the workplace
- Take the lead in raising awareness and empower activists to challenge discriminatory attitudes and myths that lead to violence and harassment
- Emphasise that violence and harassment is unacceptable in the world of work and to guide others to do the same.

**SHIFT THE FOCUS  
AND SHARE STORIES  
AND EVIDENCE OF  
THE IMPACT THAT  
PERPETRATORS  
OF VIOLENCE AND  
HARASSMENT HAVE  
ON THE WORKPLACE**



# HOW TO USE THESE BRIEFINGS

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked, or the toolkit can be used in its entirety.

- Briefing 1: Why C190 and R206 are important for transport workers
- Briefing 2: Third-party violence
- Briefing 3: Domestic violence at work
- Briefing 4: The commute
- Briefing 5: Sanitation
- Briefing 6: Informal work
- Briefing 7: C190 and the Covid-19 Pandemic
- Addendum: Campaigning for a transport sector free from violence and harassment

**Each briefing (except number 8 which has its own format) includes the following:**

- Understanding the issue and its importance for transport workers
- How C190 can help
- Activity to encourage union action
- Useful resources

**These briefings are designed to:**

- Demonstrate how violence and harassment in the world of work, including gender-based violence and harassment, impacts all transport workers, in particular women workers and other vulnerable groups.
- Raise awareness of C190 and R206 and their relevance for all transport workers and highlight the importance of ratification and implementation.
- Outline how C190 and R206 can be used as a tool for advocacy and encourage unions to plan and organise campaigns on violence and harassment.
- Encourage unions to use the language of C190 most relevant for transport workers to promote ratification and implementation, and to negotiate with employers and other key stakeholders.
- Emphasise the role of women transport workers in making C190 effective.

# JOINT GLOBAL UNION TOOLKIT

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Together, all the global union federations have also developed a **Joint Toolkit on Violence and Harassment in the World of Work and International Labour Organization (ILO) Convention 190 and Recommendation 206**.

The joint toolkit is organised in three sections:

## 01. VIOLENCE AND HARASSMENT IN THE WORLD OF WORK

The first section defines and gives examples of violence and harassment at work and describes risk factors. It provides an overview of C190 and R206 and provides information about ratification.

## 02. UNION ACTION

The second section sets out how unions can use C190 and R206. It provides information about integrating C190 and R206 into union bargaining, workplace policies, OSH, developing grievance procedures to handle complaints, addressing domestic violence as a union issue, and campaigning for ratification and implementation.

## 03. APPLYING C190 AND R206 TO OUR OWN ORGANISATIONS

The final section suggests how C190 and R206 can be used to strengthen our own unions, including reforming union culture and structures and organising, educating, and mobilising members.



The toolkit includes examples of good practice and language developed by unions, useful additional resources, and an activity workbook with facilitators notes and activity sheets.



This toolkit can be used as a supplementary resource to the transport specific toolkit.



Click the links to access the **Facilitator Guide** and **Activity Workbook**.

# ONLINE UNION SPACES AND ACTIVITIES

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Covid-19 has forced many unions to move meetings and training online. This has created new challenges, particularly for women, but also offers new opportunities for participation. Using online technology may also expose workers to cybercrime and online violence and harassment.

Unions must ensure that women have equal and safe access to activities when they are held online.

## Key tips for using these briefings for online activities:

01. Share documents with participants in advance.
02. If individuals are unable to access or use technology, organise a 'hybrid event', arrange a space for small groups to meet safely face-to-face, or share an online connection to a larger event. Consider social distancing and the location of the space particularly if there are curfews in place.
03. Some discussions may be triggering for participants, particularly when discussing experiences of violence and harassment. You should acknowledge this and be ready to direct people to support if they need it.
04. Leave time to solve technical problems and if possible have a separate role for technical host.
05. Keep sessions short to avoid fatigue.
06. If including people across time zones, timetable the programme to maximise participation taking into account wider roles, responsibilities, and activities (caring responsibilities, religious activities, etc.).
07. Get permission from participants if the session is going to be recorded.
08. Use popular and user-friendly meeting platforms to ensure the greatest accessibility.
09. Set 'ground rules' of respect, non-discrimination and equality for participation in meetings.
10. Consider training participants on digital safety.

For more information and good practice for active learning see the [Joint Global Union Toolkit](#).

## BRIEFING 1

# WHY C190 AND R206 ARE IMPORTANT FOR TRANSPORT WORKERS

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 – the International Labour Organization’s (ILO) violence and harassment convention – consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked or the toolkit can be used in its entirety.

You are commencing **Briefing 1: Why C190 and R206 are important for transport workers.**



## UNDERSTANDING THE ISSUES

Transport workers are exposed to a high risk of violence and harassment because of the nature of their work. Workers on ships and aircraft find themselves in remote and isolated locations. Workers on buses, trains and taxis may frequently work alone. Many transport workers work at night or early in the morning, and handle cash. Transport workers frequently face violence and harassment from passengers, colleagues, managers, supervisors, members of the public, authorities and vehicle owners.

Women transport workers are disproportionately affected. This is because violence and harassment is an abuse of power and is exacerbated by inequality. Women's inequality in society and specifically in the labour market, compounded by gender stereotypes and discriminatory attitudes, increases their exposure to violence and harassment. Intersectional discrimination leads to a greater risk of violence and harassment.

An ITF survey in 2018 found that 90% of women workers were aware of some form of sexual harassment in their workplace.<sup>3</sup> A study by the European Transport Workers' Federation (ETF) in 2017 also revealed shocking levels of violence and harassment against women in the European transport industry. 63% of the respondents had experienced at least one recent act of violence, and 25% believed violence against women to be a regular occurrence in the transport sector.<sup>4</sup>

Violence and harassment at work negatively impacts workers' health, wellbeing and dignity, and threatens equality, mobility and decent work. It is also a barrier to women working in the transport industry. The threat of violence and harassment stops women from applying to work in transport. Those who do are discouraged from staying in the sector if they feel unsafe, or worse still, experience violence or harassment.

These factors have also led to **systemic exclusion of women from decent jobs.**

The fact that women usually have lower paid and precarious jobs has been shown to increase their risk of violence and harassment.

## FACTORS LEADING TO SYSTEMIC EXCLUSION OF WOMEN FROM DECENT JOBS



Working alone and in isolation



Handling money or valuable cargo



Commute to and from work



Adequate sanitation facilities



Informal or working in precarious conditions



Changes in the world of work



Psychosocial hazards and risks

**According to the ILO: “Violence against transport workers is one of the most important factors limiting the attraction of transport jobs for women and breaking the retention of those who are employed in the transport sector.”<sup>5</sup>**

This imbalance in women's access to transport jobs means that women's concerns and safety needs are often ignored in the design of transport services, increasing women's exposure to violence and harassment when using and working in transport. Transport workers, particularly women workers, are targeted to such an extent that violence and harassment has become normalised in the transport industry. The ETF survey also found that 26% of respondents believed harassment to be simply “part of the job”.<sup>6</sup>

Women are often afraid to report violence and harassment or are blamed when they do (known as victim blaming). Often employers have no policy to deal with violence and harassment which means that violence and harassment is underreported, and many women suffer in silence.

Transport workers are frequently exposed to violence and harassment from third parties, including customers, passengers, members of the public, authorities and vehicle owners.

**“I always get offensive remarks from passengers when I deny them to travel for free. They say things like bitch, whore, haven't you had any dick in a while? I have even been spat at two times when denying free riders. Violence has been close when I refused. It is an intimidating atmosphere and verbal insults occur in most cases when I refuse passengers to ride for free.”**

Bus Driver, Sweden<sup>7</sup>

**Working alone and in isolation** – for example, at night, on a ship, at quiet times and on routes where crime is common and particularly when **handling money or valuable cargo** – exposes workers to an increased risk of violence and harassment.

Many transport workers work irregular or unsociable hours when public transport is limited, and employers rarely provide safe and accessible transportation to and from work where needed. This exposes workers to violence and harassment on their **commute to and from work**.

**“For example, on a public holiday I arrived half an hour late, because there were no taxis available that day and they summoned me to a disciplinary process. Now I've had to ride my bike at 3:00am in a city where they kill you for a cell phone. I must go out and risk my life to try to get to my job quickly. The other day I fell, and I had to work with a wounded knee all day (...) the company should be more humane.”**

Woman Ticket Seller, Colombia<sup>8</sup>

Many transport workers also do not have **adequate sanitation facilities** at work. Poorly sited toilets in unsafe places, lack of separate toilets for women or no toilets at all often result to exposure to violence or the threat of violence (including gender-based violence such as rape, sexual harassment and offensive graffiti). This is a daily reality for transport workers and adds to their fear, vulnerability and stress, particularly women transport workers and also impacts their health dignity.<sup>9</sup>



**“This one incident happened at bus depot in my division, a woman bus conductor had to ‘go to toilet’ but since there was no women only toilet at the bus depot, she went in open behind the Depot building in darkness, a passenger followed her, she was lucky to get alarmed at the right time and screamed for help.”**

**Woman Bus Conductor, India<sup>10</sup>**

Many of the world’s transport workers are **informal or working in precarious conditions**, with women overrepresented in the most precarious forms of informal work. Precarious employment and informality increase exposure to all types of violence and harassment, particularly sexual coercion.

**“I was asked for sexual favour from my superior and when I refused, he insulted me saying that “don’t pretend to be so moral, I know women from your caste are easy.”**

**Woman Transport Worker, India<sup>11</sup>**

**Changes in the world of work** including restructuring and privatisation have contributed to a rise in informal, precarious and non-standard forms of employment (NSFE) including outsourcing, contract work and gig economy work. This has eroded workers’ rights and working conditions, leading to inadequate safety measures, greater difficulty for workers to report incidents, and a lack of clarity around who is responsible for workers’ safety which has increased the risk of violence and harassment.

**“I will give you a bigger percentage if you sleep with me’, the driver told me.”**

**Woman Taxi Conductor, Uganda<sup>12</sup>**

Transport workers also face **psychosocial hazards and risks** that expose them to violence and harassment. These include anything in the design, management or organisation of work that could cause psychological harm or stress such as:

- Inadequate reporting procedures and policies.
- Limited security measures and understaffing (for example, workers are forced to act as security guards with passengers) and a lack of physical protection measures such as panic buttons, protective screens and CCTV.
- Working environments where workers are forced into aggressive competition with each other.

**“I don’t have a bed on the train to take a rest. I have to sleep beside the toilet, using a sheet as a curtain to make a partition between the passengers and myself.”**

**Woman train host, Thailand<sup>13</sup>**

The male-dominated reality of the transport sector is also a factor in why women transport workers are disproportionately affected by violence and harassment. In many countries, women are underrepresented in the industry, and it is still considered by many as ‘no place for women’.

**“One day, when I was using the men’s toilet, since there was no specific one for women, a colleague opened the door from the outside. Many colleagues had access to the toilet’s keys. I reported my sad experience to my male colleague. I said that I would use the airport’s passenger toilets that have separate facilities for men and women, for as long as the company did not provide a toilet for women workers. Until this time, I had felt that he saw me as his colleague. Then he patted me on the shoulder and said, “Love, for you to stay here, you’re going to have to learn to pee standing up. This is a man’s place!”**

**Woman aircraft marshaller, Brazil<sup>14</sup>**

Violence and harassment are frequently used to signal opposition to women working in a ‘man’s world’ in roles that are not traditionally ‘female’ or in senior positions. The concentration of women in precarious, lower paid and lower status roles in the industry means that women have less power and access to leadership positions, generating a climate for abuse of power, leading to violence and harassment. Women have limited protection and employers often dodge accountability for worker safety.

**“It’s difficult to prove workplace violence, it happens in areas where there are no cameras, and is a ‘he said, she said’ situation. And the man is often in a position of power.”**

**Woman transport worker, Norway<sup>15</sup>**

## **HOW C190 CAN HELP**

C190 recognises that violence and harassment is incompatible with decent work and is a threat to equal opportunities for all.<sup>16</sup> The link between violence and harassment and **systemic exclusion of women from decent jobs** is also referenced.<sup>17</sup>

The **Preamble of C190** states: “Recognising that violence and harassment... prevent persons, particularly women, from accessing, and remaining and advancing in the labour market”.<sup>18</sup> Women’s disproportionate exposure to violence and harassment affects women’s participation in jobs in transport.

Violence and harassment is defined as a range of behaviours and practices (**Article 1, C190**). This is important for transport workers because the forms of violence and harassment they frequently face are generally dismissed and normalised as less extreme forms of intimidation and harassment. But these forms of violence and harassment take place over extensive periods as part of an escalating cycle of violence and can have equally devastating effects.

C190 takes a gender-responsive approach and includes gender-based violence and harassment (**Article 1, C190**). Women transport workers are disproportionately affected by violence and harassment because transport is a male-dominated sector, defined by unequal power relations.

All workers are covered by the convention, including in the informal economy and in private sectors (**Article 2, C190**). Many of the world’s transport workers are informal. The transport sector is also facing increasing privatisation, which has led to an increase in NSFE, defined by precarious work arrangements and avoidance of accountability for worker safety. These conditions expose

workers to violence and harassment. The Convention has a broad scope, covering public and private spaces (Article 3, C190). Public spaces are the physical workplace for many transport workers.

Commuting, work-related trips and travel and sanitation are included as part of the world of work (Article 3, C190). Many transport workers work irregular or unsociable hours when transport to travel to and from work is limited or not operating. Employers rarely provide safe and accessible transport to and from work where needed, meaning workers often face violence and harassment on their commute to and from work. For many transport workers, their workplace is mobile and may also be their accommodation (e.g., maritime, trucking, rail, bus, civil aviation). Many transport workers also lack safe access to clean toilets, which puts their health and safety at risk. For many transport workers, this problem is amplified because their workplace is a public place.

Third party violence is acknowledged and included (Article 4, C190). This is significant for transport workers as many transport

workers are in workplaces where their work circumstances expose them to increased risk of violence from third parties – including from customers, passengers, members of the public, authorities and vehicle owners.

C190 highlights the importance of taking an *'inclusive, integrated and gender-responsive approach.'* (Article 4, C190). Women's empowerment needs to be at the heart of the solution. This includes removing barriers for women's employment and addressing **systemic exclusion of women from decent jobs**. This is vital for women transport workers, because gender-based violence and harassment contributes to **systemic exclusion of women from decent jobs** in the transport sector.

Transport is recognised as one of the sectors in which exposure to violence and harassment is more likely (Paragraph 9, R206).

Domestic violence is recognised as a world of work issue. This is a breakthrough as the impact of domestic violence can spill over into the world of work. Unions can negotiate for employers to take measures to support those affected by



domestic violence (**Article 10, C190**).

The Convention gives governments, employers, and trade unions responsibilities to deal with violence and harassment at work. Governments should adopt laws, regulations, and policies. Employers and trade unions should address violence and harassment through workplace policies, collective bargaining agreements and occupational safety and health (OSH) management. R206 gives more detailed guidance.

**Unions should make sure these important aspects of C190 for transport workers are properly integrated into negotiations for its implementation at the national and local level.**

## **Strengthening women's employment and equal opportunities in urban public transport**

In 2019, the ITF and the International Association of Public Transport (UITP) signed a ground-breaking joint agreement to strengthen women's employment and equal opportunities in public transport. The agreement provides a comprehensive framework which can be used by employers and unions to negotiate equality measures in workplaces.

The agreement presents practical recommendations in nine areas, one of which is 'health and safety at work'. The practical recommendations for addressing violence and harassment include:

- A clear process and guidelines for reporting

violence against women.

- Training on violence against women for workers and management.
- Implementation of practical measures to address violence at work.
- Implementation of women's advocacy programmes in workplaces.
- Consideration of safety when travelling to and from work and what measures would be appropriate.

Read the [ITF/UITP Positive Employer Gender Policy](#).

# ACTIVITY TO ENCOURAGE UNION ACTION

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## FACILITATOR NOTES

### AIM

The aim of this activity is to encourage participants to understand why C190 is important for transport workers, and to consider how it can be used to take union action in campaigns and negotiations with stakeholders at different levels.

### TASKS

This activity is in two parts.

**Part 1:** Organise participants into small groups. Ask them to consider the questions and write down their thoughts.

**Part 2:** Ask participants to read the briefing 'Why C190 and R206 are important for transport workers', then ask each group to draw a table with three columns and discuss the questions of the activity, noting down their answers in the appropriate column. Ask each group to report back on their discussion.

**For more information see the 'Joint Global Union Toolkit':**

- For more information on violence and harassment see Section 1.1, 1.3, 1.5.
  - For more information about concrete action points that unions can take see Section 2.
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# ACTIVITY

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## AIM

This activity will help to better understand why the adoption of C190 is important for transport workers. It will also help us to consider how we can use C190 and R206 as tools in lobbying governments and negotiating with employers.

## TASKS

### Part 1

Working in small groups, consider the following questions based on your experience and union's activities:

- Do workers in your workplace or sector frequently face violence and harassment?
- What forms of violence and harassment are workers being exposed to?
- Has the union taken up the issue?
- If so, what action have they taken? If not, why not?

Note down your responses to the questions and then feed back to the group.

### Part 2

Draw a table with three columns. Label the columns **raising awareness, negotiating with employers and lobbying governments for ratification and legislation**. Read the briefing and consider the following questions based on your experiences and union needs. Write your ideas in the appropriate column.

- What are the most important parts of C190 for your union and members?
- What elements of the Convention should be emphasised in a campaign?
- How might you use the Convention to educate your members and raise awareness of these issues?
- How might you use the Convention when negotiating with employers? What parts might be useful in workplace policies, collective bargaining, other agreements in the world of work or your union's workplace occupational safety and health agenda.
- How might you use the Convention in your campaigns or negotiations with governments?

Present your ideas back to the group.

## USEFUL RESOURCES

- Joint Global Union Toolkit on Violence and Harassment in the World of Work and ILO Convention 190 and Recommendation 206 – download the [Facilitator Guide](#) and [Activity Workbook](#)
  - [ILO Convention 190 on Violence and Harassment](#)
  - [ILO Recommendation 206 on Violence and Harassment](#)
  - [ITUC FAQs on Convention 190 and Recommendation 206](#)
  - [ILO Transport Policy Brief 2013: Women in the Transport Sector](#)
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## BRIEFING 2

# THIRD-PARTY VIOLENCE

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 – the International Labour Organization’s (ILO) violence and harassment convention – consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked or the toolkit can be used in its entirety.

You are commencing **Briefing 2: Third-party violence**.

## UNDERSTANDING THE ISSUES

Third-party violence is violence and harassment committed by perpetrators outside an organisation. For transport workers, this includes customers, passengers, members of the public, authorities, and vehicle owners.

**“One day I was operating the light train, and one male user was very upset because the service ended up one station before the final terminal. [...] many announcements were made in every station but this man did not pay attention.... He was yelling at me, very aggressive, I should say, so I kind of ran and went to the operation cabin. Next day, a male worker told us a similar story, the same man, but this time he was**

**not that aggressive. Anyway, the day after that, a female operator was punched on her face by the same man. The only difference was that I ran to the cabin, but instead, she stayed there in front of him trying to give him explanations...”**

**Woman train driver, Mexico<sup>19</sup>**

Bus drivers, ticket sellers, taxi drivers, conductors and cabin crew frequently report physical, verbal and sexual violence and harassment from passengers, customers and members of the public. Many workers — particularly informal workers — also face violence and harassment from public authorities, including the police.

A 2017 survey by the European Transport Federation (ETF) found that almost half of sexual violence and harassment experienced by women transport workers was perpetrated by customers.<sup>20</sup>

**“The worst I’ve ever experienced is having a guy shout at me in front of a carriage full of passengers he hoped that I would die and that I would get raped. Over and over. This then followed by him calling me every swear word he could think off. Just because I told him his ticket was [invalid]...For a few weeks after, I was scared to go on that route again.”**

**Railway worker, UK<sup>21</sup>**

For many transport workers, third-party violence and harassment have become normalised because of the frequency, because of the pervading idea that the ‘customer is always right’, and because employers do little in the way of prevention.

**“Verbal aggression is a weekly occurrence; unfortunately, you get used to it. It really happens a great deal. I have become hard. Ten years ago, it affected me deeply in my soul. Now I laugh about it. I try to commiserate with aggressive people. An established customer found it necessary to target me for two years and regularly called me names. It is very tiresome. When he began talking about me with my co-workers, I finally lodged a complaint with my line manager.”**

**Road Transport Worker, Belgium<sup>22</sup>**

Psychosocial hazards and risk factors can also increase the risk of third-party violence. Risk factors in the transport sector include overcrowding, disruptions, delays and cancellations and the stress of commuting. Additionally, gender-stereotypes and myths can give perpetrators the idea that they have a right to be violent or threatening.

The risk of third-party violence is greater where transport workers are responsible for selling or checking tickets, handling money or stopping fare evasion or dodging. Reports suggest that passengers frequently use threats and intimidation to attempt to get free rides.

**“I always get offensive remarks from passengers when I deny them to travel for free. They say things like bitch, whore, haven’t you had any dick in a while? I have even been spat at two times when denying free riders. Violence has been close when I refused. It is an intimidating atmosphere and verbal insults occur in most cases when I refuse passengers to ride for free.”**

**Bus Driver, Sweden<sup>23</sup>**

Transport workers frequently work alone and in isolation. Many also work at quiet times, late at night or early in the morning, in remote locations and on isolated routes and empty platforms, stations and depots. Working in these environments increases exposure to third-party violence. For examples, workers must often deal with verbally aggressive and physically violent drunk customers on late night services.

**“Several female drivers have been beaten by users with umbrellas, one even had sustained head injuries. The only thing the company did about it was tell them to go see their doctor. They are not going to adapt booths inside the buses just to protect us and let us drive.”**

**Woman bus driver, Colombia<sup>24</sup>**



**“We face violence and harassment from customers and passengers in Nigeria because of the social distancing measures. They will harass you, slap you, even when the lady just asks to see their ticket. Especially men will just react.”**

**Woman Transport Worker, Nigeria<sup>i</sup>**

Both women and men experience third-party violence, but women are disproportionately affected. **Systemic exclusion of women from decent jobs** means women transport workers are concentrated in customer and public-facing roles where third-party violence is a regular occurrence. Women transport workers frequently report sexually motivated attacks, derogatory and sexist comments, and physical and verbal abuse.

**“Usually, these incidents involve intoxicated men who become verbally aggressive if you do not take kindly to their sexual harassment. I’ve been spoken to disgustingly especially on late night trains...I feel a lot of anxiety when working on a train where there are groups of drunken men.”**

**Railway worker, UK<sup>25</sup>**

Inadequate security measures and reporting procedures expose workers to an increased risk of violence and harassment, and perpetrators take this as an opportunity to inflict violence and harassment.

**“I have been spat at and screamed at by customers. Windows have been smashed or customers have tried to break into my work area or have even jumped over the counter. They often show no respect.”**

**Railway worker, Germany<sup>26</sup>**

Third-party violence is also a barrier to women’s employment in the transport sector.

## **HOW C190 CAN HELP**

**Convention 190 recognises that violence and harassment can come from third parties.**

*“Each Member shall adopt, in accordance with national law and circumstances and in consultation with representative employers’ and workers’ organizations, an inclusive, integrated and gender-responsive approach for the prevention and elimination of violence and harassment in the world of work. Such an approach should take into account violence and harassment involving third parties, where applicable...” (Article 4 (2), C190)*

**Recommendation 206 encourages employers to take third-party violence into account in workplace risk assessments.**

*“The workplace risk assessment referred to in Article 9(c) of the Convention should take into account factors that increase the likelihood of violence and harassment, including psychosocial hazards and risks. Particular attention should be paid to the hazards and risks that: (b) involve third parties such as clients, customers, service providers, users, patients and members of the public...” (Paragraph 8, R206)*

<sup>i</sup> An ITF Study into the Impact of the COVID-19 Pandemic on Women Transport Workers; Draft report

# ACTIVITY TO ENCOURAGE UNION ACTION

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## FACILITATOR NOTES

### AIM

The aim of this activity is to encourage participants to consider how the C190 and R206 language on third-party violence can be used in their local context.

### TASKS

Organise participants into small groups. Ask them to read the briefing 'Third-party violence' and then ask them to consider the questions. Based on their responses, ask them to write a set of action steps that can be taken. Ask participants to present back to the group in a plenary discussion.

**For more information see the 'Joint Global Union Toolkit':**

- **For more information about third party violence see Section 1.1, 1.3, 1.5.**
- **For more information about concrete action points that unions can take see Section 2.**

# ACTIVITY

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## AIM

This activity will help you to consider how C190 and R206 can be used to take action against third-party violence.

## TASKS

Read the **Understanding the issues** and **How C190 can help** sections in the **Third-party violence briefing** then in small groups discuss the following questions based on your experiences.

- Do workers report experiences of third-party violence? If so, how frequently? What types of violence? Are particular workers or groups of workers targeted? Who are the most frequent perpetrators?
- Does your employer have a policy on third-party violence? Do you have an agreement on third-party violence?
- How can you integrate the language from C190 and R206 into your workplace policy/ies and/or other agreements that you have with employers?
- What steps can we take to integrate this language into the union agenda on occupational safety and health (OSH) including OSH and workplace policies, and identification and assessment of risks, prevention, and control measures?
- What challenges might you face? How can you overcome these challenges?
- How can your union build alliances or public support around this issue?
- How might you use the Convention to educate your members and raise awareness on third-party violence?
- How might you use the Convention when negotiating with employers?
- How might you use the Convention in your campaigns or negotiations with governments? What can your union ask for from governments?

After you have discussed these questions, in your groups come up with a set of action steps that your union can take at the workplace level, and in lobbying governments.

Present your ideas back to the group.

## BRIEFING 3

# DOMESTIC VIOLENCE AT WORK

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 – the International Labour Organization’s (ILO) violence and harassment convention – consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked or the toolkit can be used in its entirety.

You are commencing **Briefing 3: Domestic violence at work.**

## UNDERSTANDING THE ISSUES

Domestic violence is violence and harassment that takes place between members of the family or domestic unit. It can also be between current or former partners. It can take many different forms of violence or harassment – physical, sexual, emotional, verbal, economic, online, stalking and/or coercive control. Perpetrators use violence and harassment to maintain power.

**“My grandfather and my father did control women in our family... I feel that I also need to control my wife to maintain the tradition and keep our family intact.”**

**Male perpetrator, Mexico<sup>27</sup>**

Domestic violence can affect anyone, but women are more at risk due to the inequality between them and men, who are predominantly the perpetrators. Women who

face intersectional discrimination experience increased inequality, may be disproportionately affected, and face additional barriers to getting support.

**“Some days he wouldn’t let me go to work, and when I was allowed to go to work, he’d call and he’d threaten me... I would go into work covered in bruises”**

**Domestic violence survivor, Canada<sup>28</sup>**

Worldwide, approximately one in three women have experienced physical and/or sexual intimate-partner violence or non-partner sexual violence in their lifetime, and most is intimate-partner violence. In some national studies, this figure can be as high as 70%.<sup>29</sup> According to 2018 Equality testing survey by the ITF revealed that 57% of women transport workers had experienced domestic violence.<sup>30</sup>

**Domestic violence has physical and mental impacts for workers. It also affects the wider world of work.**

Domestic violence may negatively impact work performance. Workers may find it difficult getting to work, be late for work, or take time off, leading sometimes to job loss. Perpetrators can also locate their victim at work.

An International Trade Union Confederation (ITUC) study in the Philippines found that nearly 84% of those who had experienced domestic violence reported that it affected their attendance at work.<sup>31</sup> A study by the Canadian Labour Congress (CLC) also found that 82% said it negatively impacted

their work performance, and 38% of those who experienced domestic violence said it impacted their ability to get to work.<sup>32</sup>

The effects of domestic violence often stay for years after the abuse, limiting women's economic empowerment. Women with a history of domestic violence have a more disrupted work history and are more likely to be employed in more precarious working arrangements.

## **DOMESTIC VIOLENCE IS A WORKPLACE ISSUE SAYS GROUND-BREAKING INDIAN STUDY**

A study on domestic violence in India led by ITF rail and road transport affiliates of more than 15,500 workers (98% women) found:

- 75% reported direct or indirect experiences of domestic violence in their lifetime
- Nine out of 10 women said that experiences of domestic violence affected their ability to work
- 74% of respondents reported that workplace support can reduce the effects of domestic violence on workers' work lives.<sup>33</sup>

To find out more, watch a film on the study [here](#) or read the Executive Summary of the report [here](#).

**“The report’s findings are clear: domestic violence is a workplace issue, and it’s time that governments, employers, unions and civil society organisations establish proactive practices, agreements and legislation to address the impact of domestic violence at work.”**

**Sheela Naikwade,**  
MSTKS, India and ITF Women Transport Workers' Committee member<sup>34</sup>

Domestic violence also impacts co-workers, who may feel worried or distracted and face safety risks from abusive perpetrators at the workplace.

An ITF study in 2019 conducted with men engaging in domestic violence in Maharashtra, India, found that when perpetrators of domestic violence come to work, their work performance and productivity is negatively impacted. It also impacts the workplace environment and safety for all workers, including by causing workplace accidents which puts the safety of passengers and fellow workers at risk, and costs the employer.

**“Once I went to work after a conflict with wife, I was lost while driving and the tire exploded. Not only the vehicle got damaged but since tire exploded in the middle of Ghat [valley] it could have been a very serious accident. I am lucky that my life was saved... Accidents happened many times, twice it happened in the same month due to this tension.”**

**(Driver F)**

**“I can’t concentrate at work. Once I met an accident while there were passengers on board. Me and a passenger got injured in that accident.”**

**(Auto Rickshaw Driver)**

Domestic violence also has economic impacts for businesses and governments:

- In Switzerland, intimate partner violence costs an estimated CHF 164 million per year.<sup>35</sup>
- In Canada, the cost was estimated at CAD 7.4 billion.<sup>36</sup>
- In the USA, the Department of Labor reports that survivors of domestic violence lose nearly eight million days of paid work per year, resulting in a \$1.8 billion loss in productivity for employers.<sup>37</sup>

There is stigma attached to domestic violence. Despite its impact on the world of work, many continue to believe that domestic violence is a private issue that should not be dealt with in the workplace.

Unions often do not see it as a union issue. Some societies treat survivors as culprits (victim-blaming). Survivors overwhelmingly blame themselves. Some even consider domestic violence to be ‘normal’ or justified because of incorrect myths about why domestic violence happens. These myths are often reinforced by the media.

**“If man is under stress, he commits violence. If woman does any mistake in household work then it’s okay to beat her.”**

**Male perpetrator<sup>38</sup>**

**“It is a family... such incidences are going to happen...not a big deal. A man can slap his wife if she does any mistake.”**

**Male perpetrator<sup>39</sup>**

There is also a lack of confidential spaces for women to share their experiences. Legal redress is often difficult, or impossible, which means often nothing is done. Many women do not report domestic violence because of these social and institutional prejudices, leading to a culture of silence. But these myths are shaped by the inequality between women and men. Domestic violence is never justified.

## **Domestic violence is a workplace issue**

Domestic violence is not a private issue. It is a workplace and a union issue. The world of work can help to deal with domestic violence.

Work provides financial security for workers to escape abusive relationships, and unions can help to protect the jobs of workers experiencing domestic violence.

Work can be a safe space for workers to speak freely and can provide information about support services. A study in Australia found that 78% of respondents believed that workplace entitlements could reduce the impact of domestic violence in the workplace.<sup>40</sup> Work can be a place to refer perpetrators for counselling or reform.

**“Once I mentioned the incidents at home to my friend at work. She had seen domestic violence hotline posters put up at the railway station. She suggested that I speak to a union women’s advocate. In talking to her, I felt that after 5 years I had gained enough strength to fight my problems. She ensured that I was transferred to her office where I felt much safer. She helped me connect with an NGO. They helped me file my divorce case.”**

**Domestic violence survivor,  
National study on Impacts of domestic violence in workplaces in India**

**Increasingly, unions are raising awareness and addressing domestic violence as a union issue** from training members to recognise warning signs through to negotiating for employer support to train trade union contacts for workers experiencing domestic violence.

## **ITF Global Women's Advocate Programme**

The ITF Global **Women's Advocate Programme** is successfully tackling violence and harassment against women in transport. The programme is based on a successful model originally developed by Unifor in Canada.

The programme trains union activists to become 'Women Advocates' to provide a workplace response to gender-based violence and harassment, including domestic violence. Women Advocates are trained in early intervention, providing confidential support and help to access community services, and advocating for workplace safety planning and job security.

The programme also helps to empower women as individual survivors to collectively lead and shape change. The initiative is implemented together with local unions and responsible workplace management.

So far, the ITF has worked with transport unions in 11 countries on building women's advocacy. The work has demonstrated the crosscutting global need for women's advocacy in transport unions to support women survivors of violence and the need to fight for the prevention of gender-based violence in the workplace and in society. The model programme can be adapted for implementation in transport workplaces globally.<sup>41</sup>

**Click here** for more information on the programme.

**Many governments are starting to legislate measures to provide support for workers experiencing domestic violence.**

- In the Philippines, the law gives 10 days paid leave for workers experiencing domestic violence. It also protects colleagues who help workers.
- In Australia, the law gives workers 5 days of unpaid leave to deal with the impact of domestic violence.
- In Canada, all provinces give leave (paid and unpaid) for cases of domestic violence. The Canadian Labour Code also provides 5 days of paid leave for workers in federally regulated workplaces.
- In New Zealand, the law gives 10 days paid leave and workers experiencing domestic violence have access to flexible working arrangements.

**Some employers are starting to recognise domestic violence as a world of work issue.**

- In Australia, the Maritime Union of Australia (MUA) reached a workplace agreement with port operator 'Hutchison Ports' which included 20 days paid domestic violence leave.<sup>42</sup>
- In the UK, 'Employers Initiative on Domestic Abuse' is a network of businesses encouraging employer action on domestic violence. Many employers are already taking action in their own organisations, developing policies on domestic violence, raising awareness amongst employees, training staff to identify those in need of help, and providing access to support for survivors and perpetrators.<sup>43</sup>

## WHY IS DOMESTIC VIOLENCE A WORKPLACE ISSUE?

- A safe workplace is an employers' responsibility.
- When workers are experiencing violence at work or at home, the impacts are felt in the workplace. Survivors and perpetrators often have trouble focusing on their work. Many co-workers who see signs of domestic violence are also worried and distracted
- Abusive partners and ex-partners can pose a safety risk to the entire workplace.
- Domestic violence costs the employer money. Implementing measures in the workplace through domestic violence clauses can save businesses money and result in a more positive work environment.
- Domestic violence is a recurring issue. If it is not addressed through workplace prevention programmes it can end tragically.
- The workplace can play an important role in addressing domestic violence and supporting survivors and perpetrators.

## HOW C190 CAN HELP

**C190 recognises that domestic violence is a world of work issue.**

*“Noting that domestic violence can affect employment, productivity and health and safety, and that governments, employers’ and workers’ organizations and labour market institutions can help, as part of other measures, to recognize, respond to and address the impacts of domestic violence...”*  
**(Preamble C190)**

**C190 states that employers and governments should take measures to mitigate its impact in the world of work.**

*“Each member shall take appropriate measures to: f) recognize the effects of domestic violence and, so far as is reasonably practicable, mitigate its impact in the world of work”* **(Article 10, C190)**

**Recommendation 206 gives more detailed guidance on how to mitigate the impact of domestic violence at work.**

*“Members should take appropriate measures to:*

*a) promote the effective recognition of the right to collective bargaining at all levels as a means of preventing and addressing violence and harassment and, to the extent possible, mitigating the impact of domestic violence in the world of work”* **(Paragraph 4, R206)**

*“Appropriate measures to mitigate the impacts of domestic violence in the world of work... could include:*

*(a) leave for victims of domestic violence;*

*(b) flexible work arrangements and protection for victims of domestic violence;*

*(c) temporary protection against dismissal for victims of domestic violence, as appropriate, except on grounds unrelated to domestic violence and its consequences;*

*(d) the inclusion of domestic violence in workplace risk assessments;*

*(e) a referral system to public mitigation measures for domestic violence, where they exist; and*

*(f) awareness-raising about the effects of domestic violence.”* **(Paragraph 18, R206)**



# ACTIVITY TO ENCOURAGE UNION ACTION

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## FACILITATOR NOTES

### AIM

The aim of this activity is to enable participants to understand why domestic violence is a union and world of work issue, and to consider how domestic violence can be integrated into the union bargaining agenda.

### TASKS

This activity is in two parts.

**Part 1:** Organise participants into small groups. Ask them to read the briefing 'Domestic violence at work' and then consider the questions within their groups. Based on their discussions, ask participants to describe the reasons why domestic violence is a union issue.

**Part 2:** In small groups, ask participants to read the section on 'How C190 can help' in the briefing on 'Domestic violence at work' and consider how the language is useful in their local context. Ask them to imagine that they have a meeting with the employer and/or government to discuss support for survivors of domestic violence. Their aim is to come up with demands that address the issue. The discussion questions can help to facilitate their discussion. The box 'Why is domestic violence a world of work issue?' can help participants to develop arguments which support the demand.

**For more information see the ['Joint Global Union Toolkit'](#):**

- **For further information about domestic violence see: Section 1.2.**
- **For further information about concrete action points that unions can take see: Section 2.3**

# ACTIVITY

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## AIM

This activity will help us to understand why domestic violence is a union and world of work issue and to consider how C190 language on domestic violence can be integrated into the union bargaining agenda.

## TASKS

### Part 1

This activity will help us to understand why domestic violence is a union and world of work issue and to consider how C190 language on domestic violence can be integrated into the union bargaining agenda.

- Does the union have a policy on domestic violence? If so, what is it? Is it effective?
- What are the links between domestic violence in the world of work and the home?
- Why should domestic violence be considered a priority union issue?
- Why could some trade union leaders be reluctant to take up the issue?
- How can we encourage them to change their minds?
- How might we use the Convention to educate our members and raise awareness on this issue?

Based on your discussion, suggest five key arguments that can be used to demand domestic violence be recognised as a union issue. Share your ideas with the wider group.

### Part 2

Read the section on '**How C190 can help**' and the box on '**Why is domestic violence a world of work issue?**'. Imagine that you are meeting with the employer or government to discuss support for survivors of domestic violence. Your aim is to come up with a list of demands and arguments to put to them.

Draw a table with two columns and label them **Employer** and **Government**. In small groups, read the questions below and discuss within your group. Write down your demands and arguments in the appropriate column.

- Does your employer have a domestic violence policy? If so, does it align with C190/R206?
  - What arguments can we use to convince them to recognise domestic violence as a world of work issue? Consider the economic costs of domestic violence for businesses. *Remember this does not make employers responsible for perpetrator behaviour but encourages them to adopt measures to reduce the impact of domestic violence.*
  - What counterarguments can we use to downplay myths about domestic violence, such as that domestic violence supports are a huge cost? *Consider the box 'Why is domestic violence a world of work issue?' for more information.*
  - What support measures can we ask them to provide?
-

- How can we integrate domestic violence into the union agenda on occupational safety and health, and into occupational safety and health in the workplace (workplace policy, identification and assessment of risks, prevention, and control measures)?
- Does the law in your country already provide support for survivors of domestic violence? If so, what does it offer? What happens in reality? If not, what are the gaps?
- What demands can we make to government?
- What arguments can we use to convince them?
- How might we use the Convention when negotiating with employers?
- How might we use the Convention in our campaigns or negotiations with governments?
- How can we build alliances or public support around this issue?

## USEFUL RESOURCES

- [Impact of Domestic Violence in Workplaces in India, ITF](#)
- [YouTube video](#)
- [Domestic Violence and the Workplace: A Qualitative Study with Men, ITF](#)
- [Domestic Violence at Work: Study Film \(video\)](#)
- [India: Domestic Violence Survivors' Voices](#)

## BRIEFING 4

# THE COMMUTE: SAFE TRANSPORT TO AND FROM WORK

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 – the International Labour Organization's (ILO) violence and harassment convention – consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked or the toolkit can be used in its entirety.

You are commencing **Briefing 4: The commute: safe transport to and from work.**

## UNDERSTANDING THE ISSUES

Safe transport helps to ensure equal access to work opportunities for women and men. But many transport workers lack access to safe transportation to and from work and frequently face violence and harassment on their commute to and from work.

Most employers provide no transport for workers regardless of their employment status, leaving them reliant on public or private transport. Where transportation is provided by employers, it often lacks proper security measures and is reserved only for permanent workers. Workers unable to access public transport may have to hitchhike to work, putting them at greater risk of violence and harassment.

Many transport workers work long, irregular, and unsociable hours, which means they often travel to and from work when public transport is limited or not operating, and when there are few people around. For example, cleaners who work early in the morning and late at night, and ticket sellers and drivers who start/finish their shifts outside of public transport hours. Workplaces can be isolated and remote, making commutes even more difficult.

Many transport workers rely on public transport for their commute to and from work. But reports of violence and harassment on public transport are common, and women are disproportionately affected. For example:

- Six out of 10 women in Latin American cities report physical harassment on public transit systems<sup>44</sup>
- Transit and train stations account for 39% of sexual assaults against women in France<sup>45</sup>

- In Sri Lanka, 90% of women have experienced sexual harassment while taking public transport.<sup>46</sup>

The commute to work is also the workplace for public transport workers. This means that they are not just using the service, they are a part of the service. This means that they interact with members of the public and are frequently exposed to violence and harassment from third parties.

The threat of violence and harassment for women on the commute forces them to choose between an unsafe commute, paying for nearby accommodation, or sleeping in the workplace (which comes with its own risks).

**“We had issues of rape because of the pandemic – especially workers who were working late at night who had to go on empty roads and had to find their way. We have had cases where people were robbed – especially women – their tyres were slashed, and some were even raped.”**

Woman transport worker, Nigeria

**“We are often ridiculed for saying ‘no’ to night duties or late-night shifts, but what we are actually saying ‘No’ to is the unsafe working situations that put us at risk of violence. We [women transport workers] have no issues with night duties, as long as we are safe as men, and not molested and groped on our way back home from work.”**

Woman transport worker, India<sup>48</sup>

For example, in Nairobi, safety concerns mean that female crew often have to stay in residential areas close to where buses are parked where rent is usually high.<sup>47</sup>

Globally, the lack of access to safe transport is a major barrier to the industry for women and perpetuates **systemic exclusion of women from decent jobs in the workforce.**

**“For example, on a public holiday I arrived half an hour late, because there were no taxis available that day and they summoned me to a disciplinary process. Now I’ve had to ride my bike at 3:00am in a city where they kill you for a cell phone. I must go out and risk my life to try to get to my job quickly.”**

Woman bus rapid transit ticket seller, Colombia<sup>49</sup>

### **Unions have developed successful campaigns to address violence and harassment against workers on the commute.**

In the UK, train companies are beginning to introduce 'Driver Only Operation' and removing security guards from trains, exposing workers and passengers to violence and harassment. The National Union of Rail, Maritime, and Transport Workers' (RMT) 'Support the RMT Guard Guarantee' campaign has been campaigning to make it a requirement to have a second person on the train for passenger and worker safety.<sup>50</sup>

The Union of Shop, Distributive and Allied Workers (USDAW) ran a campaign called 'Freedom from Fear' which focused on improving safety for women shop workers. Union representatives worked with local employers to support women travelling to and from work late at night and early in the morning.<sup>51</sup>

In India, some companies guarantee a door-to-door ride home if the employee has to work past 8pm. Women living in the same area will often be given a shared taxi and, sometimes, a company security guard.

### **Unions have also negotiated with local authorities to introduce measures to tackle violence and harassment against women transport workers.**

Women-only transport has been introduced in several cities to address safety and security issues for women workers and passengers. In Mexico City, the Atenea service was introduced in 2008, offering bus services on 50 routes for women with women drivers. In Delhi, free public transport has been introduced to improve the safety and security of women.

Such measures can be effective in the short term but need to be combined with a long-term strategy to make transport truly safe for women and shift the focus away from women changing their behaviour onto perpetrators.

### **There are also opportunities for building alliances with passenger groups and other key workers who use public transport for the commute.**

In Nairobi, the Flone Initiative (an NGO working to make transport safer and more accessible for women) has built alliances with worker and passenger groups to end violence against women in public spaces. Working with unions, including the Public Transport Operators Union (PUTON) and Matatu Workers' Union (MWU), it has carried out training for women public transport workers on how to respond to sexual violence, has organised campaigns against harassment of passengers and has developed a crowd-mapping platform where survivors can map their experiences.<sup>52</sup>

In the USA, the Amalgamated Transit Union (ATU) launched 'Americans for Transit', a non-profit organisation campaigning for better public transport. The organisation has built coalitions with public transport workers to demand improvements in public transport to make it safe for everyone.

# HOW C190 CAN HELP

**C190 includes commuting as part of the ‘world of work’.**

*“This Convention applies to violence and harassment in the world of work occurring in the course of, linked with or arising out of work: ...(f) when commuting to and from work.”*  
**(Article 3, C190)**

**C190 states that employers and governments must address work arrangements and risk factors that increase violence and harassment. Public authorities have responsibility for informal workers.**

*“Each Member shall take appropriate measures to prevent violence and harassment in the world of work, including:*

*(a) recognizing the important role of public authorities in the case of informal economy workers;*

*(b) identifying, in consultation with the employers’ and workers’ organizations concerned and through other means, the sectors or occupations and work arrangements in which workers and other persons concerned are more exposed to violence and harassment; and*

*(c) taking measures to effectively protect such persons.”* **(Article 8, C190)**

*“Each Member shall adopt laws and regulations requiring employers to take appropriate steps commensurate with their degree of control to prevent violence and harassment in the world of work, including gender-based violence and harassment, and in particular, so far as is reasonably practicable, to:*

*(a) adopt and implement, in consultation with workers and their representatives, a workplace policy on violence and harassment;*

*(b) take into account violence and harassment and associated psychosocial risks in the management of occupational safety and health;*

*(c) identify hazards and assess the risks of violence and harassment, with the participation of workers and their representatives, and take measures to prevent and control them; and*

*(d) provide to workers and other persons concerned information and training, in accessible formats as appropriate, on the identified hazards and risks of violence and harassment and the associated prevention and protection measures, including on the rights and responsibilities of workers and other persons concerned in relation to the policy referred to in subparagraph (a) of this Article.”*  
**(Article 9, C190)**

# ACTIVITY TO ENCOURAGE UNION ACTION

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## FACILITATOR NOTES

### AIM

The aim of this activity is to encourage participants to consider how the C190 language on commute can be used in their local context.

### TASKS

Organise participants into small groups. Ask them to read the section 'How C190 can help' in the briefing 'The commute'. Ask them to imagine that they have a meeting with the employer and/or government to discuss how violence and harassment on the commute can be addressed. Their aim is to come up with key demands that address the issue. Ask them to consider the discussion questions to help frame their discussion.

**For more information see the 'Joint Global Union Toolkit':**

- **For further information about commute see: Section 1.1, 1.3 and 1.5.**
- **For further information about concrete action points that unions can take see: Section 2.**



# ACTIVITY

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## AIM

This activity encourages us to consider how to integrate C190 language on commute into our collective bargaining agenda and in lobbying governments.

## TASKS

In small groups, read the briefing 'The commute'. Imagine that you are meeting with the employer and/or government to discuss measures to tackle violence and harassment that workers face on the commute. Come up with four key demands that you can take to the employer, and four key demands that you can take to the government to tackle the issue. You should also think about arguments you can use to persuade them of the need to address the issue. Read the questions and consider your own experiences to help with your discussion.

- Do workers face violence and harassment on their commute to and from work?
- What are the risk factors for violence and harassment during the commute?
- What measures can we ask employers to introduce to address these risks? *Consider for example rescheduling working hours, providing transport for workers, occupational safety and health risk assessments, mitigation measures that can be introduced and policies that can be implemented.*
- What arguments can we use to convince them? *Remember, under C190 the employer is responsible for considering the safety of the world of work regarding violence and harassment, and this includes the commute.*
- What measures can we ask from governments or local authorities? *Consider what changes can be made to existing public transport (safety/security measures such as cameras, security guards, more women workers, better street lighting, extending provision of affordable or free public transport) and what we should demand in the development of new public transport infrastructure.*
- How might we use the Convention when negotiating with employers and/or governments?
- How might we use the Convention to educate our members and raise awareness on this issue?
- How can we build alliances or public support around this issue?

## BRIEFING 5

# SANITATION

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 – the International Labour Organization's (ILO) violence and harassment convention – consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked or the toolkit can be used in its entirety.

You are commencing **Briefing 5: Sanitation**.

## UNDERSTANDING THE ISSUES

Decent and safe sanitation facilities are a human right for all transport workers; they are also *“a labour right, a gender equality right, central to decent work in the global transport economy and essential to the health, safety, and welfare of all transport workers.”*<sup>53</sup>

Limited access to decent sanitation affects not only transport workers' health and dignity, but also increases the risk of experiencing violence and harassment at work.

Many transport workers work in workplaces without decent sanitation facilities provided for by the employer. Transport workers frequently report increased incidences of violence and harassment because of poor or non-existent sanitation facilities.

For many transport workers, their workplace is a public place and so they are reliant on public sanitation facilities which exposes them to third-party violence. Transport workers' irregular and unsociable working hours also mean that public facilities are often unavailable to them.

**“This one incident happened at bus depot in my division, a woman bus conductor had to ‘go to toilet’ but since there was no women only toilet at the bus depot, she went in open behind the Depot building in darkness, a passenger followed her, she was lucky to get alarmed at the right time and screamed for help.”**

**Woman bus conductor, India<sup>54</sup>**

Many transport workers are mobile, working as drivers and conductors. This means they cannot easily or frequently access employer-provided facilities where they exist, especially when travelling long-distances. Mobile transport workers frequently face violence and harassment when using public facilities or using public spaces.

**“We ease ourselves in a nearby bush at the destination of the border with the help of our workmates to shield us up because of the unsafe toilets within the place shared by both male and female.”**

**Woman transport driver, Uganda<sup>55</sup>**

Even transport workers with a fixed base find themselves facing facilities which are unsanitary.

In many parts of the world, much of the transport industry is informal - particularly for urban passenger transport, platform workers, and “last mile” delivery drivers. The informal transport industry denies workers access to basic rights including adequate sanitation facilities.

Because transport is dominated by men, there are rarely adequate facilities for women. Many facilities take no account of women’s biological needs. Often employers neglect women’s needs because of taboos around menstrual health, hygiene and toilet access. Women transport workers may be forced to use sanitation facilities not designed for their needs, toilets may be in unsafe places, there may be a lack of separate toilets for women, or no toilets provided for women. All this puts them at greater risk of violence and harassment.

**“We still have warehouses in the UK with no women’s or gender-neutral toilet. That tells us very clearly that we’re not welcome!”**

**Woman warehouse trucking coordinator, UK<sup>56</sup>**

Women may feel unable to use facilities that are not separate or do not offer gender-neutral individual cubicles with sufficient privacy. Women may avoid or delay using them, leading to health risks, particularly during menstruation and pregnancy. A lack of, or poorly scheduled toilet breaks makes the problem worse. Women also frequently face over-monitoring of their break times. Women may miss workdays, be disciplined for ‘performance issues’, or stop working in transport completely.

**“Sometimes, I want to go to the toilet, but I haven’t finished my duty, so I have to hold it until I complete my shift. I was diagnosed with cystitis twice since working here for 18 years. It was a painful moment, I urinated blood.”**

**Woman train operator, Thailand<sup>57</sup>**

**“Bus workers in some countries resort to using adult diapers due to lack of access to toilets. We share those shameful working conditions but can’t even afford to buy diapers.”**

**Woman bus conductor, India<sup>58</sup>**

If workplaces do not offer adequate sanitation facilities, or separate facilities for women, it sends a clear message to women about how they are seen in the transport industry.

**“One day, when I was using the men’s toilet, since there was no specific one for women, a colleague opened the door from the outside. Many colleagues had access to the toilet’s keys. I reported my sad experience to my male colleague. I said that I would use the airport’s passenger toilets that have separate facilities for men and women, for as long as the company did not provide a toilet for women workers. Until this time, I had felt that he saw me as his colleague. Then he patted me on the shoulder and said, “Love, for you to stay here, you’re going to have to learn to pee standing up. This is a man’s place!”**

Woman aircraft marshaller, Brazil<sup>59</sup>

## **Proper sanitation helps to improve gender equality and address violence and harassment at work**

Unions around the world are negotiating for safe access to decent sanitation facilities, demanding clean, secure, and accessible sanitation facilities at depots and workplaces, and on routes at stations (not open to the public), together with regular scheduled toilet breaks. Unions have campaigned for separate facilities for men and women. (See [ITF Sanitation Charter and/or Sanitation Toolkit for examples of union action](#))

In Kathmandu, Nepal, the metropolitan administration responded to union demands from the Nepal Yatayat Mazdoor Sangh (NETWON) union and committed to building 42 free gender-responsive toilets for informal road transport workers.<sup>60</sup>

The ITF’s [Transport Workers’ Sanitation Charter](#) offers guidance on action that should be taken by employers and governments. As a minimum, there should be:

- An appropriate number of accessible, secure and clean toilets for women and men, which are well lit inside and outside
- Good ventilation
- Lockable cubicles
- Appropriate hygiene (washing) facilities with clean water
- Affordable and appropriate menstrual hygiene products provided.

It states paid rest breaks are essential for transport workers, who should be able to access toilets when they need them during working hours — without delay, and with no loss of income.

The Charter focuses on the urgent improvements needed to protect the health and safety of transport workers. It emphasises the importance of a gender-informed approach to sanitation so that the specific issues affecting women transport workers are appropriately and adequately addressed. Unified action must be taken across all levels – global, national and workplace, and with all stakeholders – governments, employers, and investors – with implementation along supply chains. The Charter also includes examples of union action, an employers’ checklist with requirements for decent sanitary facilities for transport workers, an annex on the health risks associated with lack of sanitation facilities, and an annex on the right to sanitation under international law.

The ITF has also developed a [Sanitation Toolkit](#) to support unions to implement the charter.

# HOW C190 CAN HELP

## **C190 includes sanitation as part of the world of work.**

*(a) “This Convention applies to violence and harassment in the world of work occurring in the course of, linked with or arising out of work...*

*(b) in places where the worker is paid, takes a rest break or a meal, or uses sanitary, washing and changing facilities;” (Article 3, C190)*

## **C190 requires employers and governments to address work arrangements that increase the risk of violence and harassment.**

*“Each Member shall take appropriate measures to prevent violence and harassment in the world of work, including:*

*(a) recognizing the important role of public authorities in the case of informal economy workers;*

*(b) identifying, in consultation with the employers’ and workers’ organizations concerned and through other means, the sectors or occupations and work arrangements in which workers and other persons concerned are more exposed to violence and harassment; and*

*(c) taking measures to effectively protect such persons” (Article 8, C190)*

## **C190 requires employers and governments to take measures to identify risks and hazards in the world of work and take measures to prevent them.**

*Each Member shall adopt laws and regulations requiring employers to take appropriate steps commensurate with their degree of control to prevent violence and harassment in the world of work, including gender-based violence and harassment...:*

*(a) adopt and implement, in consultation with workers and their representatives, a workplace policy on violence and harassment;*

*(b) take into account violence and harassment and associated psychosocial risks in the management of occupational safety and health;*

*(c) identify hazards and assess the risks of violence and harassment, with the participation of workers and their representatives, and take measures to prevent and control them; and*

*(d) provide to workers and other persons concerned information and training, in accessible formats as appropriate, on the identified hazards and risks of violence and harassment and the associated prevention and protection measures, including on the rights and responsibilities of workers and other persons concerned... (Article 9, C190)*

## **Recommendation 206 states that risk assessment should consider factors that increase the likelihood of violence and harassment.**

*The workplace risk assessment referred to in Article 9(c) of the Convention should take into account factors that increase the likelihood of violence and harassment, including psychosocial hazards and risks. Particular attention should be paid to the hazards and risks that:*

*(a) arise from working conditions and arrangements, work organization and human resource management, as appropriate...*

*(c) arise from discrimination, abuse of power relations, and gender, cultural and social norms that support violence and harassment. (Paragraph 8, R206)*

# ACTIVITY TO ENCOURAGE UNION ACTION

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## FACILITATOR NOTES

### AIM

The aim of this activity is to encourage participants to consider how the C190 language on sanitation can be used to campaign for better sanitation provisions for transport workers in their local context.

### TASKS

Organise participants into small groups. Ask them to read the section on 'How can C190 help' in the briefing 'Sanitation'. You can also provide them with examples from the ITF's Sanitation Charter, or local worker experiences to help with their discussion. Then, ask each group to draw a table with three columns. Ask them to discuss the questions and note down their answers in the appropriate column.

**For more information see the 'Joint Global Union Toolkit':**

- **For further information about sanitation see: Section 1.1, 1.3 and 1.5.**
- **For further information about concrete action points that unions can take see: Section 2.**

# ACTIVITY

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## AIM

This activity encourages us to consider how we can use C190 to campaign for better sanitation provisions for transport workers.

## TASKS

Read the briefing 'Sanitation'. Then, draw a table with three columns. Label these columns **World of work**, **Government** and **Other stakeholders**. Read the questions below and discuss what key actions you might take at different levels based on your experience. Fill in your ideas in the appropriate column.

- Does your employer provide safe and decent sanitation facilities at work?
- Are there sufficient safe facilities for women to use?
- Are workers given sufficient time or breaks to use them as appropriate for specific needs of all workers — for example, women, disabled workers?
- If not, what can we ask from employers to improve them?
- How can the right to sanitation be integrated into the union agenda on occupational safety and health, and into occupational safety and health in the workplace (workplace policy, identification and assessment of risks, prevention, and control measures)?

The [ITF checklist](#) is useful to find out if employers are providing decent sanitation facilities for workers.

- What demands can we make to government?
- What demands can we make to local authorities who are responsible for public sanitation?
- Who else has the power to improve sanitation facilities? Regional inter-governmental organisations? Economic Employers? International financial institutions? What demands can we make to these organisations?
- How might we use the Convention in our negotiations?
- How might we use the Convention to educate our members and raise awareness on this issue?
- How can we build alliances or public support around this issue?

The [ITF Sanitation Toolkit](#) has tools to use to help in your campaigning.

Once you have finished, report your ideas back to the group.

## USEFUL RESOURCES

- [ITF Transport Workers' Sanitation Charter with health risks, employer's checklists, international law](#)
- [ITF Sanitation Toolkit](#)

## BRIEFING 6

# INFORMAL WORK

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 – the International Labour Organization’s (ILO) violence and harassment convention – consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked or the toolkit can be used in its entirety.

You are commencing **Briefing 6: Informal work.**

## UNDERSTANDING THE ISSUES

Most jobs in the transport industry are informal, and the proportion is increasing. Although informal transport is male-dominated, women are over-represented in the most precarious and low-paid forms of informal work in transport.

Informal transport workers lack power: often, they are excluded from social protection, from violence and harassment legislation, have no access to complaint mechanisms at work or to those provided by the state. They also face poverty and economic insecurity. These factors increase exposure to violence and harassment at work, including sexual coercion.

Many informal workers are also migrants. This puts them at greater risk of experiencing violence and harassment.

Many informal transport workers work in spaces not traditionally considered a workplace. These spaces are unregulated which leaves them unprotected. Without

security or rights, violence and harassment, corruption, and extortion from third parties is common. Police sometimes provide no protection for informal workers and may even dismiss their complaints.

Women informal transport workers are disproportionately affected because of their gender and its intersections with their insecure working conditions and class.

**“Women workers are especially harassed by the askaris [city council inspectors]. The way they handle us is wrong. Sometimes the police officers put their hands in our pants. That is very bad. It’s embarrassing.”**

**Matatu conductor, Kenya<sup>61</sup>**

Women working in the informal transport economy frequently face sexual violence and sexual coercion from third parties and those in positions of power, including vehicle owners, licensing authorities and the police. In informal passenger transport, demands for sexual favours in return for employment are common.



**“I will give you a bigger percentage if you sleep with me’, the driver told me.”**

**Woman taxi conductor, Uganda<sup>62</sup>**

In Kampala, Uganda, women conductors report that they are sexually “used” then “dumped” by their male counterparts, and dispatchers frequently experience sexual harassment, discrimination and teasing from passengers and workers.<sup>63</sup>

Reports from women Tuk-Tuk drivers in Nepal suggest that incidences of sexual violence and harassment against informal workers increased during the Covid-19 pandemic.

The threat of violence and harassment, as well as the inequality and discrimination that they face is a barrier to women accessing better paid and more skilled jobs in the informal sector.

**“Sexual harassment... As we ladies, we can wake up, you go and look for a job...if they don’t allocate you where you are working, you just go to the field, you say to the driver ‘I need work’. So, most of the drivers they intend to have a friendship with you so that they can employ you...you see? So we are on the other side because you are in a problem and you want to work. Some women are forced to do that act – not that you are willing...but you are being forced.”**

**Matatu conductor, Kenya<sup>64</sup>**

Workers will find it difficult to tackle the types of violence and harassment they face on their own. But collectively they stand a chance. Unions must make sure that informal workers are organised and represented; this has proven to be an effective starting point.

Globally, ITF affiliates are organising informal workers and in doing so are strengthening their ability to coordinate action, expose the issues and make demands – particularly to governments and public authorities.

Many governments are now being encouraged to invest in new transport institutions, infrastructure, and regulation to formalise the informal transport industry. A transition to formal, decent work is crucial for addressing violence and harassment against women. But unless proactive, gender-responsive steps are taken, formal transport systems risk replicating and exacerbating gendered inequality. Gender concerns must therefore be integrated into formalisation processes, including addressing **systemic exclusion of women from decent jobs** and gender-based violence and harassment.<sup>65</sup>

ITF affiliated unions have adopted an Informal Transport Workers’ Charter which includes union demands related to the rights of women workers including:

- An end to violence and sexual harassment against women
- An end to employment discrimination
- Equal opportunities for training, skills development, and access to higher-paid transport occupations
- Adequate rest, sanitation, and personal security facilities for women in transport
- Affordable quality childcare and other care services
- Equal pay for women and men
- Access to free or affordable sexual reproductive services

The ITF has also developed a trade union guide to worker-led formalisation. The guide includes clear demands for trade unions to ensure reform and formalisation processes effectively address gendered inequalities and violence and harassment.

Technological change, labour-market de-regulation, globalisation, economic instability, and increased privatisation have contributed to a global rise in **non-standard forms of employment** (NSFE). We see this shift in transport with the rise in temporary employment, part-time and on-call work, agency work and other employment relationships. There has been a shift towards outsourcing and subcontracting of jobs, as well as disguised employment, dependent self-employment, and on-demand services. This is eroding workers' rights and conditions and lowering standards for transport workers globally. It is also weakening union strength and collective bargaining power. Women are disproportionately affected because they are concentrated in the most precarious, low paid and low status jobs which are the first to be affected.

The rise in NSFE is increasing transport workers' exposure to violence and harassment. Transport workers are facing more precarious working arrangements, irregularities in their legal working status, limited protection, inadequate safety measures, greater difficulty in reporting incidents and avoidance of accountability for worker safety, all of which are risk factors for violence and harassment.

Unions must have a voice in the restructuring processes so they can make sure these are fair and include gender impact assessments, and that safety standards are improved for all workers. Women representatives must be included in negotiations.



# HOW C190 CAN HELP

**C190 makes it clear that all workers are covered, irrespective of their contractual status.**

*“This Convention protects workers and other persons in the world of work, including employees as defined by national law and practice, as well as persons working irrespective of their contractual status, persons in training, including interns and apprentices, workers whose employment has been terminated, volunteers, jobseekers and job applicants, and individuals exercising the authority, duties or responsibilities of an employer.” (Article 2 (1), C190)*

**C190 includes informal work and informal workplaces, including public and private spaces - this is ground-breaking.**

*“This Convention applies to all sectors, whether private or public, both in the formal and informal economy, and whether in urban or rural areas.” (Article 2 (2), C190)*

*“This Convention applies to violence and harassment in the world of work occurring in the course of, linked with or arising out of work: (a) in the workplace, including public and private spaces where they are a place of work;” (Article 3, C190)*

**C190 gives public authorities responsibility for regulating informal workplaces and preventing violence and harassment against informal workers.**

*“Each Member shall take appropriate measures to prevent violence and harassment in the world of work, including: (a) recognizing the important role of public authorities in the case of informal economy workers;” (Article 8, C190)*

**C190 recognises that perpetrators include third parties.**

*“Each Member shall adopt, in accordance with national law and circumstances and in consultation with representative employers’ and workers’ organizations, an inclusive, integrated and gender-responsive approach for the prevention and elimination of violence and harassment in the world of work. Such an approach should take into account violence and harassment involving third parties, where applicable...” (Article 4 (2), C190)*

**Recommendation 206 encourages governments to take measures to protect migrant workers.**

*“Members should take legislative or other measures to protect migrant workers, particularly women migrant workers, regardless of migrant status, in origin, transit and destination countries as appropriate, from violence and harassment in the world of work.” (Paragraph 10, R206)*

**Recommendation 206 encourages governments to formalise labour to tackle violence and harassment**

*“In facilitating the transition from the informal to the formal economy, Members should provide resources and assistance for informal economy workers and employers, and their associations, to prevent and address violence and harassment in the informal economy.” (Paragraph 11, R206)*

# ACTIVITY TO ENCOURAGE UNION ACTION

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## FACILITATOR NOTES

### AIM

The aim of this activity is to encourage participants to consider how to use the language of C190 to build a campaign to lobby employers and governments to address violence and harassment against informal workers and workers in non-standard forms of employment (NSFE), including through campaigning for secure and decent work.

### TASKS

Organise participants into small groups. Ask them to read the briefing 'Informal work' and the section on 'How can C190 help'. Then, ask participants to discuss the questions and develop a set of actions to be taken with different stakeholders. Depending on the group, either use the set of questions marked 'Informal Workers' or 'Workers in Non-Standard Forms of Employment'.

**For more information see the 'Joint Global Union Toolkit':**

- **For further information about informal work and NSFE see: Section 1.3**
- **For further information about concrete action points that unions can take see: Section 2**

# ACTIVITY

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## AIM

This activity will enable us to consider how we can engage with key stakeholders at different levels on the issue of violence and harassment against informal workers and people with non-standard forms of employment (NSFE). It also considers what demands we can make to address violence and harassment against these workers.

## TASKS

Read the briefing 'Informal work', then in small groups, discuss the questions and how we achieve the aim above.

### Informal workers

Consider the following stakeholders: local authorities, governments, international finance institutions (IFI), other trade unions and civil society.

- What are the most frequent forms of violence and harassment that informal workers face?
- What are the risk factors for violence and harassment against informal workers?
- What measures could help tackle violence and harassment against informal transport workers?
- What arguments can we use to highlight the need to tackle violence and harassment against informal transport workers?
- How can we integrate the demands of the Informal Transport Workers' Charter and the ITF Formalisation Guide into negotiations around informal transport?
- What demands can we make to ensure that violence and harassment is addressed in governments' formalisation processes?
- How can we ensure that the needs of informal workers, particularly informal women workers, are represented in negotiations with key stakeholders?
- What demands can we make to investors when they fund new projects that will affect informal workers?
- How might we use the Convention when negotiating with key stakeholders?
- How might we use the Convention to educate our members and raise awareness of these issues?
- How can we build alliances or public support around this issue?

## Workers in Non-Standard Forms of Employment (NSFE)

Consider the following questions in your discussion, based on your experiences, recognising the existing challenges of organising workers in NSFE, and the role of unions.

- What are the most frequent forms of violence and harassment that workers in NSFE face?
- What are the risk factors for violence and harassment for workers in NSFE?
- What arguments can we use to highlight the need to address violence and harassment against these workers?
- What demands can we make to companies/employers during restructuring processes?
- What measures could help to address violence and harassment against these workers?
- How might we use the Convention when negotiating with companies/employers?
- How might we use the Convention to educate our members and raise awareness on these issues?
- How can we build alliances or public support around this issue?

## USEFUL RESOURCES

- [Informal Transport Workers Charter, ITF.](#)
- [Informal Passenger Transport Beyond COVID-19: A trade union guide to worker-led formalisation, ITF.](#)
- [Stories from women working in Nairobi public transport, ITF \(video\).](#)

## BRIEFING 7

# COVID-19

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 – the International Labour Organization's (ILO) violence and harassment convention – consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked or the toolkit can be used in its entirety.

You are commencing **Briefing 7: Covid-19**.

## UNDERSTANDING THE ISSUES

The Covid-19 pandemic is intensifying inequalities and exposing transport workers to an increased risk of violence and harassment.

There has been an alarming rise in reports of violence and harassment. More transport workers are facing economic insecurity and psychosocial risks because of changes at work. This is increasing their exposure to violence and harassment at work.

Domestic violence, which has been shown to be a workplace issue (see C190 briefing 3), surged alarmingly. For example, in France, cases of domestic violence have increased by 30% since the pandemic lockdown began. In Argentina, emergency calls relating to domestic violence increased by 25%. Domestic violence is now being referred to as the 'shadow pandemic'. The UN estimates that globally, 243 million women and girls aged 15-49 have been subjected to sexual and/or physical violence perpetrated by an intimate partner in the last 12 months.<sup>66</sup>

Covid-19 is also creating new barriers for campaigning. With many countries still in lockdown or observing social distancing restrictions, unions must find creative ways to campaign for C190.

C190 is crucial for protecting workers against violence and harassment during this crisis and in recovery.

**C190 applies to all sectors – private and public, informal and formal economy, urban and rural areas. It recognises that informal workers have the right to be protected.**

Covid-19 is devastating the livelihoods of many informal transport workers. The International Labour Organization (ILO) has estimated that the first month of the crisis resulted in a 60% decline in the earnings of informal workers. In Africa and Latin America, the estimate was as high as 81%.<sup>67</sup>

Without access to social protection many workers are being forced to work in dangerous conditions or risk losing their livelihoods.

The public transport industry, in many places almost entirely informal, has been hit particularly hard. Where governments have been unable to provide support, the industry faces financial ruin, with workers driven into poverty.

**“To die from hunger or from the virus is the all-too-real dilemma faced by many informal economy workers.”**

ILO, 2020<sup>68</sup>

Informal transport workers are facing increased violence and harassment, from third parties and from public authorities using violence to impose lockdowns, curfews, and social distancing. Women have suffered a disproportionate loss of livelihoods and are being forced into even more precarious work, whilst also having to bear additional burdens of unpaid and unequal caring responsibilities.

**“Informal workers are more scared of dying of hunger than they are of catching the disease. Women have the additional job of bringing food to the table and they eat last, after their husband and children. When food is scarce, maybe they don’t eat at all.”**

Woman advocate, Nepal Yatayat Mazadoor Sangh union (NETWON)<sup>69</sup>

**C190 protects all individuals in the world of work, irrespective of contractual status, including those whose employment has been terminated, and those belonging to vulnerable groups. It recognises that some sectors, occupations, and work arrangements increase the likelihood of exposure to violence and harassment and that governments and employers should take appropriate, targeted measures to protect them.**

Many workers have lost their jobs. Those working in cruise ships and civil aviation have been particularly impacted. Women are overrepresented in sectors and occupations hardest hit by the pandemic; work already characterised by low pay, poor working conditions and limited social protection including paid sick and family leave. Economic insecurity puts women at greater risk of sexual exploitation.

It is estimated that in all sectors of the global economy the equivalent of 255 million full-time jobs were lost in 2020 because of the pandemic, with women’s employment at more risk than men.<sup>70</sup>

**C190 recognises domestic violence as a workplace issue. Employers, governments, and unions should work together to mitigate the impacts of domestic violence in the world of work.**

The isolation measures brought in to control the pandemic – already established tactics for abusers – are increasing the prevalence of domestic violence. Lockdown measures have left many a survivor isolated in their home with their abuser. The move to remote working for many workers also means that survivors are unable to escape violence even temporarily. For many, the workplace has long been a safe escape from abuse at home.

As unemployment and insecurity increase, violence and harassment will continue to escalate and put a strain on support services. Job losses will make it harder for women to escape abusive situations.

During the pandemic, women from the Maharashtra State Transport Kamgar Sanghatana (MSTKS) union, India have been using their well-established digital activism to organise and mobilise thousands of women workers. They have been using the WhatsApp platform for their union meetings and to provide support for those affected by domestic violence during the pandemic.<sup>71</sup>



**C190 covers the world of work, not just the traditional workplace. This includes the commute to and from work, employer-provided accommodation, sanitation, and work-related communications. C190 helps to tackle violence and harassment beyond the physical workplace.**

The Covid-19 pandemic has changed how and where many people work. Job cuts and border closures left millions of workers isolated or stranded in their workplace. For example, at the height of the pandemic, in September 2020, 400,000 seafarers, including many women, who finished their contracts were unable to leave their ships due to government restrictions.

Many of the already limited sanitation facilities available to transport workers, such as public toilets and restaurant bathrooms, have been closed due to Covid-19 restrictions. There have been reports of drivers being on the road for many hours with no access to toilets or washing facilities. Some women seafarers have had no sanitary products while being stranded in a foreign country under lockdown. The pandemic has highlighted transport workers' need for proper access to sanitation facilities and health and safety provisions.

Some transport workers have moved to remote working during the pandemic. The shift to online working comes with a different form of violence and harassment, particularly cyber bullying. For example, in Australia, reports of online abuse and bullying have increased by 50% since social distancing began.<sup>72</sup> Those with limited digital skills and access, particularly women, are facing a 'digital divide'. Studies suggest that women are at a disadvantage in the changing digital economy, with 250 million fewer women online than men. This inequality is largely due to the educational disadvantage that women face, as well as bias and inequality in digital management systems. Women working in the digital economy are exposed to a greater risk of online violence.<sup>73</sup>

C190 recognises that addressing violence and harassment requires governments, employers, and workers to address psychosocial risks as occupational safety and health (OSH) risks. C190 calls for violence and harassment to be integrated into national OSH policies, and into workplace policies and OSH measures.

Increased economic insecurity and reduced or cut-off support services have left women at greater risk of violence and harassment. In transport, women are overrepresented in public-facing roles, meaning that they have been concentrated on the frontlines of the pandemic with a higher risk of infection. Economic necessity has forced many to continue working despite the risk of infection for them and their families. Some employers have been slow to implement hygiene and protective measures. Thousands of workers across the world have died from Covid-19, and thousands more have been infected with the disease.

**“We are lacking PPE kits and fear carrying the virus home, so we try to keep our children away from us. Even with these challenges, we feel proud to play an important role maintaining cleanliness for everyone.”**

**Railway worker, India<sup>74</sup>**

**C190 acknowledges that an “inclusive, integrated and gender-responsive approach which tackles underlying causes and risk factors, including gender stereotypes, multiple and intersecting forms of discrimination, and unequal gender-based power relations” is essential to ending violence and harassment in the world of work.**

Covid-19 has exacerbated harmful gender inequalities.

The pandemic is pushing more women into poverty. UN Women and the United Nations Development Programme (UNDP) estimated that by 2021 around 435 million women and girls would be living on less than \$1.90 a day – 47 million of which was a result of the Covid-19 pandemic.<sup>75</sup>

Beyond this, for many women the pandemic has also increased 'time poverty'. Before Covid-19, women spent on average 19% of their time daily on unpaid care work, compared with 8% for men.<sup>76</sup> The pandemic has exacerbated the already unequal share of unpaid care work faced by women at home, alongside increased pressure at work.

Responses to disease outbreaks have historically not addressed gendered impacts, and the response to Covid-19 seems no different. The shift of funds towards a largely gender-blind pandemic response is limiting women's access to support, and sexual and reproductive health services. Many equality initiatives have also been put aside to divert resources to the pandemic response. The impact of the pandemic will have far-reaching consequences for the global economy and for women's equality, with concerns that it could set gender equality back decades. There is a need to recognise how disease outbreaks differently affect women and men. Authorities need to address this with equitable interventions.<sup>77</sup>

Some workers who face intersecting forms of discrimination are being disproportionately affected, facing an increased risk of infection as well as violence and harassment on the job. For example, in the UK it was found that black women are 4.3 times more likely than white women to die from Covid-19.<sup>78</sup> One fatal example happened in the UK when a black woman railway worker died after being spat on at work by a man who said he had the virus.

As the world rebuilds after Covid-19, it is likely that workers will experience increased privatisation, digitalisation and cost-cutting.

Women will be the worst affected. But most countries are not releasing regular gender-disaggregated data on the impact of the crisis on women. Women are typically underrepresented in decision-making bodies created to respond to the pandemic. A 2020 study found that of 115 dedicated Covid-19 taskforces in 87 countries, 85.2% were made up of mainly men, and only 3.5% had gender parity.<sup>79</sup>

To promote a more equal and safe working environment for all workers, any recovery plan must be **inclusive, integrated and gender-responsive**. It must take a holistic approach, have a broad scope of protection, include action at different levels and with different stakeholders, and address underlying causes and risk factors. C190 includes specific measures to address violence and harassment within this approach.

# UNION ACTION FOR A #GENDEREQUALNEWNORMAL

After the pandemic, we cannot go back to 'normal'. For women transport workers, 'normal' means being overrepresented in precarious employment without social protection, underrepresented in leadership and decision-making, facing violence at work and home, and having inadequate access to sanitation. The crisis provides an opportunity to create a '**gender equal new normal**'.

The ITF has identified key demands for unions to make to employers, governments, and investors for women transport workers in the Covid-19 response and recovery. These demands include:

- 01. Women on all decision-making bodies**
- 02. Income and social protection**
- 03. Access to sanitation and appropriate PPE**
- 04. Secure work**
- 05. Care before profit**
- 06. End violence and harassment against women**
- 07. New technology to benefit women workers**
- 08. Gender impact assessments**
- 09. Gender-responsive economic stimulus**

Demands specific to violence and harassment against women workers<sup>80</sup> include:

- Safe commuting measures
- Safety measures and reporting protocols for workers and passengers
- Ratifying and implementing C190
- Declaring gender-based violence related services essential services
- Ensuring coordinated responses between health authorities, police, courts and social services
- Awareness raising campaigns to address gender-based violence, including myths, stigma and underreporting
- Providing information about support services
- Increasing financial support to shelters, hotlines, and counselling services to meet increased demand
- Increasing availability of alternative accommodation to avoid confinement with abusers
- Implementing accessible systems to alert authorities and protect survivors

# ACTIVITY TO ENCOURAGE UNION ACTION

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## FACILITATOR NOTES

### AIM

The aim of this activity is to encourage participants to consider how ITF demands can be incorporated in their collective bargaining agenda to build a #GenderEqualNewNormal.

### TASKS

Organise participants into small groups. Ask them to read the 'ITF demands for a Gender Equal New Normal(Covid 19 Women's statement).'<sup>81</sup> Then, using the questions for guidance, ask each group to consider how to integrate the demands specific to addressing violence and harassment against women workers into the union bargaining agenda with stakeholders at different levels. Ask participants to feedback to the group in a plenary discussion.

**For more information see the 'Joint Global Union Toolkit':**

**· For further information about concrete action points that unions can take see: Section 2.**

# ACTIVITY

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## AIM

This activity will encourage us to consider how we can take action to build a 'gender equal new normal.'

## TASKS

In small groups, discuss the questions below and consider how to integrate the demands specific to addressing violence and harassment against women workers into negotiations with key stakeholders at different levels – i.e., **employers, governments, and investors.**

Why are these demands important?

- How does each demand link to C190?
- What arguments and/or evidence can we use to highlight the importance of addressing these demands?
- What measures could we ask stakeholders to develop to address these demands?
- How can we build a strong campaign, alliances, and visibility around these demands?
- Are there any other out of the eight demands that you want to take into consideration, and how it links with C190?

## USEFUL RESOURCES

- [Women Transport Workers' Rights and Covid-19, ITF](#)
- [Covid-19 and Women's Advocacy – podcast, ITF](#)
- [Domestic Violence and Covid-19 – podcast, ITF](#)

## ADDENDUM

# CAMPAIGNING FOR A TRANSPORT SECTOR FREE FROM VIOLENCE AND HARASSMENT

Taking action to end violence and harassment in the world of work requires a good understanding of the most important issues for transport workers, particularly for women transport workers.

This transport specific toolkit on C190 – the International Labour Organization's (ILO) violence and harassment convention – consists of eight briefings which focus on aspects of violence and harassment that affect transport workers most significantly.

The briefings are available as separate documents, so that unions, officials, activists and members can focus on the issue or issues most important to them. Briefings can be hand-picked or the toolkit can be used in its entirety.

You are commencing **Briefing 8: Identifying targets and allies for a transport sector free from violence and harassment.**

## IDENTIFYING TARGETS AND ALLIES

Violence and harassment in the world of work is a disgraceful daily reality for millions of workers in the transport sector, affecting women disproportionately. The historic adoption of Convention 190 (C190) and Recommendation 206 (R206) give us important tools for strengthening campaigns to end violence and harassment – including gender-based violence and harassment –

in the world of work. These international standards recognise that violence and harassment is not a women's issue, but one for which governments, employers and unions have collective responsibility.

With the adoption of C190, trade unions have a unique opportunity to address and prevent violence and harassment in the world of work. This opportunity can have a greater impact if trade unions work with other key stakeholders.

Trade unions can raise awareness of C190 and R206 and the importance of both for tackling violence and harassment at work.

Unions can negotiate C190 and R206 language into collective agreements and policies, and lobby governments to ratify and effectively implement the Convention.

To be most successful, we need to identify...

**Targets: people/institutions who have the power to take action on C190**

There are numerous potential targets in a campaign to promote the implementation of C190, depending on the transport sectors represented by union members.

First are **governments**, or more precisely, the members of parliament, ministers and government officials who have the power to ratify and effectively implement C190.

This might also include regional governmental bodies who sometimes set policy that governments in certain regions must adhere to.

There are also **government agencies** that have the power to set and enforce transport regulations that could enforce the provisions of C190 and protect transport workers from violence and harassment, such as licensing authorities, municipal authorities, transport planners, and especially the police who are responsible for enforcement, but can sometimes also be the cause of harassment, especially among informal workers.

Transport **employers** have the responsibility to integrate C190 into their businesses and at the workplace. This applies throughout the supply chain. While they may not always be direct employers of the workers, they should recognise their responsibilities and engage in negotiations with unions to ensure a safe world of work. Unions can demand that collective bargaining agreements and health and safety policies include clauses to address violence and harassment in line with C190 such as

- Reporting and recording violent incidents
- Risk assessments
- Women's advocacy<sup>82</sup>
- Disciplining and training perpetrators of violence
- Introducing safety procedures

Owners and managers of **transport hubs**, such as airports, bus terminals, docks, or railway stations etc, who are responsible for ensuring that the workplace is free from violence and harassment. While they may not be the direct employers of the workers, they should recognise their responsibilities and engage in negotiations with unions to ensure a safe workplace

In many countries, governments are dependent on **independent financial institutions (IFI) and development agencies** for investment in transport systems. Organisations such as the World Bank are obliged to consider the social impact of their investment. Unions can use IFI safeguards to demand improvements in worker conditions and safety. Unions and workers impacted by such IFI-financed projects can demand that the provisions of C190 are put into lending policies.

The ITF has developed a trade union toolkit on the safeguard frameworks of IFIs for trade union activists to enable them to understand and strategically engage with safeguards. Unions can also demand that unions, including women workers, are involved in consultations throughout project design, development and implementation to ensure safety and security concerns are properly addressed.

We should also recognise that **passengers** are frequently the perpetrators of violence and harassment against transport workers. Much can be done to enforce the law against abusive passengers and to promote awareness-raising, media, and education campaigns around C190 and R206 among the general public.

**Allies: people/organisations who will strengthen or support our campaigns**

Depending on local circumstances and the specific transport sectors, there are a range of potential allies for campaigns.

The support of **other trade unions** (in the same sector, but also in other sectors with common issues and/or goals) and other workers' organisations is crucial if attempting to persuade the government to ratify and effectively implement C190 in line with R206, particularly national trade union centres. These are also very important in a more targeted campaign against violence and harassment in transport.

In many countries there are offices or representatives of the **ILO** itself, who may be willing to help the union with negotiations, training for union representatives, or specialist technical support, especially where there are representatives of the ILO Bureau for Workers' Activities (ACTRAV).

Although violence and harassment is not specifically a women's issue, women are particularly targeted, and **women's organisations** are especially important allies in a campaign. In some countries, there may be NGOs specifically established to promote women's right to safe and/or gender-responsive public transport.

Community-based and human rights **NGOs** for whom transport free from violence and harassment is a priority, but where the alignment with violence against transport workers may not have been identified.

**Passenger organisations** with whom unions can forge alliances. This is important because passengers may be perpetrators and face violence and harassment on transport.

Sympathetic **politicians and political parties** who would be prepared to support ratification, stronger laws against violence and harassment

and more effective enforcement in line with C190 and R206.

Unions can also seek to build links and support with **academics and research institutions**. A good campaign based on the experience of workers can benefit from strong evidence and data, and well-respected institutions and individuals represent credibility in the eyes of policy makers and authorities.

Sympathetic **media coverage** is of course particularly important, whether for campaigns against specific instances of violence and harassment against transport workers, or broader campaigns for C190 ratification. Most unions will know sympathetic reporters or media outlets (including social media), whether these are transport specialists or general news and opinion channels. It is important to engage with them strategically and at the right stage, so as not to risk weakening the union bargaining position.





# ACTIVITY: MAPPING TARGETS AND ALLIES IN A CAMPAIGN ON VIOLENCE AND HARASSMENT IN TRANSPORT

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The workbook that accompanies the Training Toolkit produced jointly by the Global Union Federations includes a detailed activity on Mapping Targets and Allies in a Campaign to Ratify C190, designed for unions in any sector. Transport unions may wish to consider a version of this activity that is specific to transport industries for use by educators, representatives, or staff members responsible for training, organising, or campaigning to address violence and harassment in the world of work.

This activity requires face to face engagement with participants but can be easily adapted for online training.

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## FACILITATOR NOTES

### TIME NEEDED

2 hours

### RESOURCES NEEDED

- postcard-sized cards
- marker pens
- access to a large wall area or two display boards
- pins, sticky tape or adhesive putty ('blu-tac')

### AIM

To produce maps of individuals and organisations that could be targets or allies in campaigning for C190.

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# TASKS

01. Ask participants to identify one or more specific instances of violence and harassment (for example: sexual harassment of women workers, violent crime against workers at night)

OR a campaign to get their country to adopt (ratify) and implement C190 in line with Recommendation 206.

02. Organise participants into groups of four or five.

03. Ask each group to identify specific targets: people or institutions that have the power to reduce the instances of violence and harassment

OR the power to persuade the government to ratify C190

Note them down on a flip chart, arranged around 'TARGETS' (see example right).

04. Then ask each group to identify potential allies: people or organisations who might work alongside them in a campaign and note them down, arranged around 'ALLIES' (see example right).

Encourage participants to be as specific as possible. Not just "politicians" but the names of specific politicians; not just "the media" but the names of specific newspapers, social media channels, or journalists etc., and their potential motivation to work with the union.

05. When they have exhausted the list of potential targets and allies and completed their flip charts, ask everyone to gather round a display area, and place the flip charts where everyone can see. Ask each group to present their ideas, explaining why they made their choices.

## TARGETS



- PRESIDENT'S OFFICE
- CITY TRANSPORT AUTHORITY
- CITY PLANNING DEPARTMENT
- MINISTER OF TRANSPORT
- LOGISTICS COMPANY
- BUS TERMINAL MANAGEMENT
- TRANSPORT POLICE

## ALLIES



- TRADE UNION CONGRESS
- UNIVERSITY URBAN PLANNING FACULTY
- LOCAL RADIO STATION
- REGIONAL ACTRAV REP
- WORKERS' PARTY MPS
- RAILWAY PASSENGERS' ALLIANCE
- NATIONAL WOMEN'S FORUM

06. Compare the flip charts and ask everyone:

(a) Which are the most important targets and what should be our demands?

(b) Which are the most important allies, and what practical steps should be taken to engage them in the campaign?

Education materials focused on building alliances around violence and harassment are coming soon. Contact [women@itf.org.uk](mailto:women@itf.org.uk) to register your interest in these materials.

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