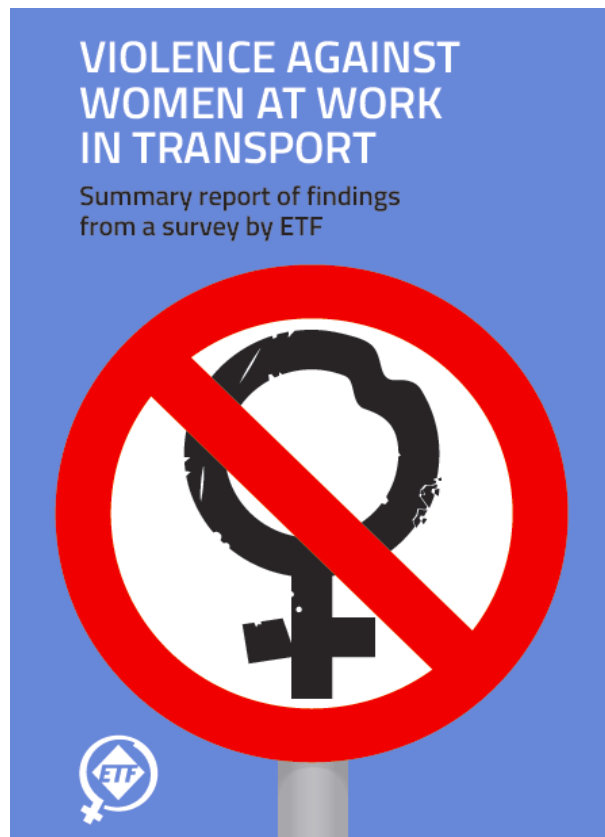


# ETF survey on workplace violence against women transport workers



## Background



- ETF online survey carried out between 25.11.2016 and 28.02.2017
- Survey was available in 13 languages
- 1444 women transport workers from across Europe responded
- Author: Dr Jane Pillinger
- Download from the ETF website [here](#)

## Number of responses by sector

- Railways 708 – 49%
- Road Transport 250 - 17.3%
- Urban public transport 228 - 15.8%
- Civil Aviation 81 - 5.6%
- Maritime Transport 57 - 3.9%
- Dockers 33 - 2.3%
- Other 87 – 6%
  
- Total number 1444
  
- *Incidences of violence reported by women in the railway sector - 447*



## Incidents of violence experienced by sector

Table 3. Number of incidents of violence experienced, by sector

No. Incidents	Civil Aviation		Dockers		Maritime Transport		Railways		Road Transport		Tourism		Trade Unions		Urban Public Transport		Other	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
1	15	26.3	2	9.1	3	7.5	60	12.6	19	12.5	7	17.5	0	0.0	23	20.2	7	17.5
2	17	29.8	7	31.8	8	20.0	72	15.1	28	18.4	11	27.5	1	50.0	17	14.9	11	27.5
3	14	24.6	5	22.7	14	35.0	141	29.6	48	31.6	14	35.0	0	0.0	29	25.4	14	35.0
4	6	10.5	6	27.3	10	25.0	140	29.4	43	28.3	3	7.5	1	50.0	35	30.7	3	7.5
5	5	8.8	2	9.1	5	12.5	64	13.4	14	9.2	5	12.5	0	0.0	10	8.8	5	12.5
<b>Total</b>	<b>57</b>	<b>100</b>	<b>22</b>	<b>100</b>	<b>40</b>	<b>100</b>	<b>477</b>	<b>100</b>	<b>152</b>	<b>100</b>	<b>40</b>	<b>40</b>	<b>2</b>	<b>100</b>	<b>114</b>	<b>100</b>	<b>40</b>	<b>100</b>



## Key findings

- Alarming evidence of high levels of violence against women transport workers across Europe
- Shocking accounts of verbal threats, intimidation and sexual harassment were disclosed, as well as incidents of both sexual and physical assault against women
- **63% of the respondents** have experienced at least one recent act of violence
- **25% of the respondents** believe that violence against women is a regular occurrence in the transport sector
- **26% of the respondents** believe that harassment is considered to be 'part of the job' in transport



## The perpetrators

- **Customers** - 49%
- **Colleagues** - 22%
- **Supervisors and managers** - 17%
- Risks of violence increase when a woman works alone and when she faces customers
- *“All staff suffer abuse from customers, but the abuse women have to put up with is more sexual and revolting.”*  
*/UK/*
- Many women spoke of a pervasive culture of sexual harassment and sexual intimidation in the workplace  
*/colleagues and management/*



## Types of violence and perpetrators

Table 4: Type of violence and perpetrator

Perpetrator	Offensive behaviour		Physical violence		Sexual harassment		Threats/ intimidation		Verbal abuse		Other	
	n	%	n	%	n	%	n	%	n	%	n	%
Base n=911												
Customer	351	38.5	133	14.6	150	16.5	342	37.5	395	43.4	0	0.0
Manager / supervisor	65	7.1	7	0.8	21	2.3	83	9.1	71	7.8	0	0.0
Colleague	116	12.7	25	2.7	60	6.6	75	8.2	102	11.2	0	0.0
No Answer	35	3.8	2	0.2	14	1.5	30	3.3	38	4.2	4	0.4
Other / Multiple	159	17.5	54	5.9	118	13.0	148	16.2	166	18.2	0	0.0
<b>Total</b>	<b>726</b>	<b>79.7</b>	<b>221</b>	<b>24.3</b>	<b>363</b>	<b>39.8</b>	<b>678</b>	<b>74.4</b>	<b>772</b>	<b>84.7</b>	<b>4</b>	<b>0.4</b>



## What women railway workers share

*“... my employer assumes that being verbally abused and assaulted is part of the job; some managers think if you can't cope then you should find another job, and some of them will openly tell you this.” /UK/*

*“ Verbal attacks...sexual assaults and the like. Touching of the rear and breasts, threats on the part of superiors if I complain [I am told]: ‘a woman must be able to cope when she works in a men's profession.’ /DE/*

*“ In the last five years I have experienced three physical aggressions and incalculable verbal aggressions. Four times men showed me their private parts.” /IT/*

*“ There was a difficult situation in the train, where passengers became loud and aggressive ... I was spat on. I was cursed as a witch ... as well as a dumb woman and asshole.” /CH/*





## Negative effects on health and wellbeing

- **Feeling more vulnerable** /“Due to staff cuts we are more vulnerable now than before, as well as the passengers.”/
- **Damaging and psychological impacts**
  - “Anxiety, sleep disorders, panic attacks, anxiety about going to work.”
  - “I was very stressed and had panic attacks. I was unable to go to work without worrying that I would have to work with the involved party ... it made work very hard and distressing.”
- **Loss of trust** in colleagues and supervisors
- **Wanting to quit the job** /“I don't go to work happy any more”/
- **Negative effect on work performance** and the quality of customer service /“ I'm very distant and reserved towards passengers.”/
- **Negative impact on personal relationships** outside of work



## Reporting incidents and making complaints

- **Over 2/3** of the women who had experienced violence **had reported it**
- **Nearly 1/2 of these** women reported an incident of violence perpetrated by a customer
- A lower number of reports were made regarding acts of violence by a manager, supervisor or a colleague
- **1/5 of respondents stated that they had made multiple reports of violence** – this highlights that violence **is not a one-off incident!**

*“I have been taught to deal with problems myself and to seek assistance as a last resort.” /BG/*



## Satisfaction with the complaint process

- Low level of satisfaction
- Over half respondents were not satisfied with the response received
- 69.2% of respondents stated that no investigation was held.
- Eight out of ten respondents (81.8%) believed that their complaint did not result in a safer workplace
- Eight out of ten respondents (81.5%) stated that their complaint did not result in negative consequences for the perpetrator
- Nearly seven out of ten respondents (66.9%) stated that their complaint resulted in negative consequences for them



## Conclusions

- Violence and harassment against women working in the transport sector is widespread
- It is a growing problem, affecting women's occupational health, safety and wellbeing at work
- Violence is rarely a one-off experience
- **The survey provides** an important evidence-based prove that urgent preventive policies and measures need to be taken

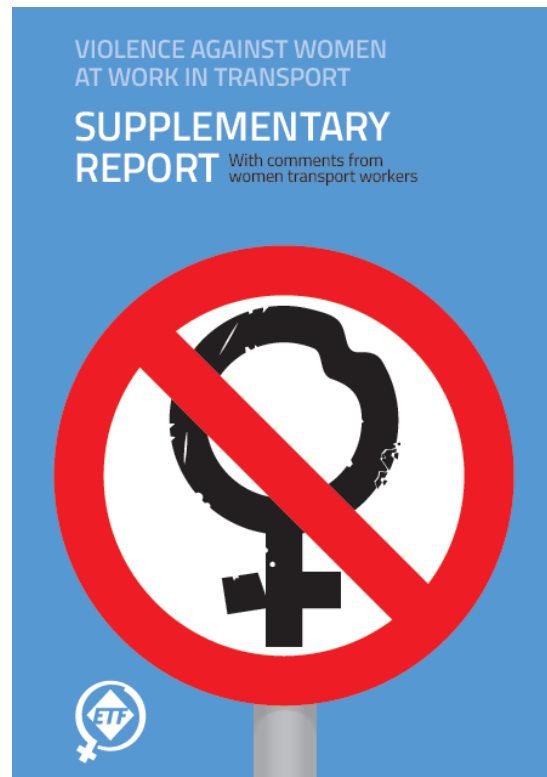


## **Recommendations for first high level steps**

1. Lobby for an EU legal framework on violence against women at work to ensure EU ratification of the Istanbul Convention by ALL Member States
2. Lobby for an ILO Convention on “Violence and harassment against women and men in the world of work”, with a strong focus on the gender dimension of violence
3. To include ‘Violence Against Women’ in future European social dialogue initiatives in transport



## Supplementary report



- Testimonials by 305 respondents are drawn together into a single document for reference purposes; also to highlight the alarming extent of violence against women transport workers
- Author: Dr Jane Pillinger
- Download from the ETF website [here](#)

**Thank you for your attention!**



Contact: [women@etf-europe.org](mailto:women@etf-europe.org)

