

RAILWAY SECURITY FOR PASSENGERS & STAFF

Trade Union proposals

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Landsec meeting - 19 January 2017



Introduction

The problem of Aggressions – petty crime – terrorism shouldn't be considered as an emergency but need a more systematic approach to be tackled.

1- Planning of prevention measures with a differentiated approach. Different policy areas should work closely together.

2- Integration of measures and coordination among different subjects at national and international level.

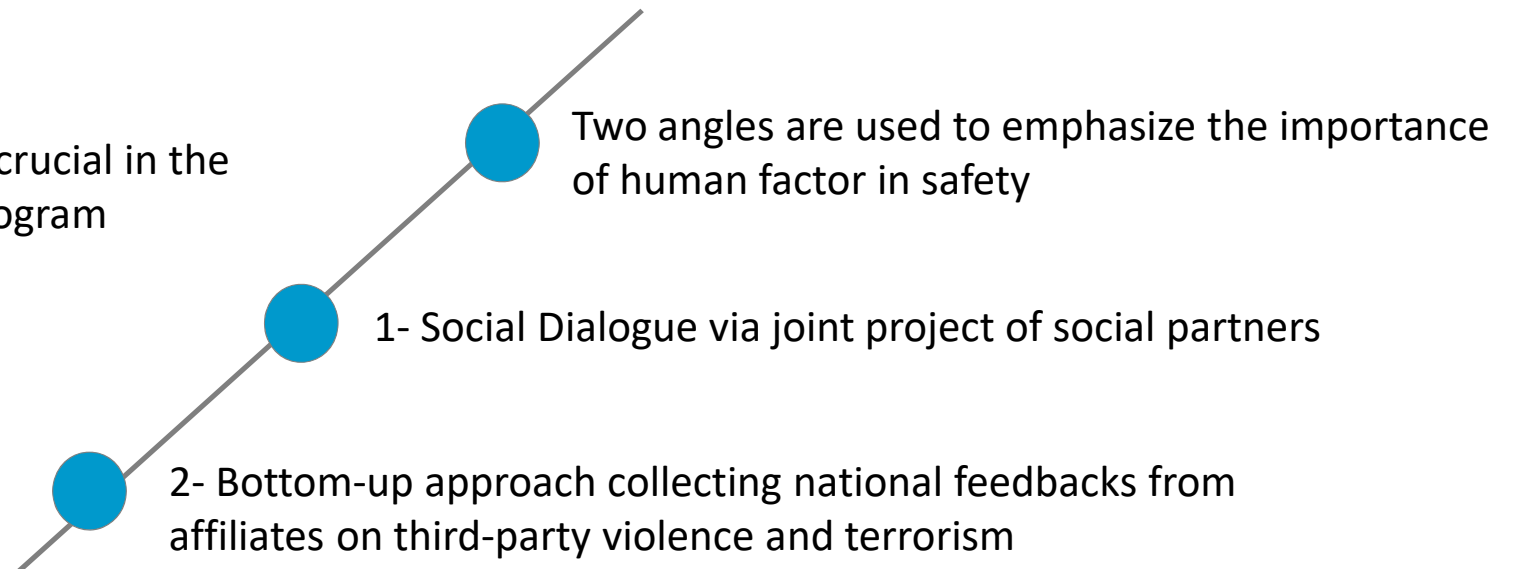
3- Continuous monitoring of the phenomenon.



ETF process to tackle safety issues in the railway sector



Safety & Security issues are crucial in the ETF Railway section work program



1- Use of social dialogue instance to tackle safety issue

- In 2003 the European social partners signed the recommendations **“Insecurity and the feeling of insecurity in local public transport”**.
- In 2011 a study on the implementation of such recommendations was produced.
- In 2012 the project **“Promoting security and the feeling of security vis-à-vis third-party violence in the European railway sector”** developed tools for trade unions and company management with a **good practice guide and joint recommendations**
- In 2015-2016 within EU Social Dialogue WG II: focus on companies actions against aggressions.

2- Bottom-up approach collecting national feedbacks from affiliates

- Collection and analysis of the national feedbacks of ETF affiliates in order to compare good practices and identify common loopholes.
- ETF Secretariat declines this work priority among its different advisory group
- Ex : Acting against rail staff aggressions item in the programme of on board staff advisory group
- ETF Safety conference to present, discuss and share the trade union priorities for railway safety with the European stakeholders and institutions on: the human factor, control & enforcement, business models and interface issues.



To tackle violence problem in rail we should widen our point of view

Consider social situation not only inside the station but also outside, center, suburbs, etc.

**Measures to stop violence for rail
Staff should cover public transport
as a whole**



**Measures to stop violence at station should
involve many other actors in urban space:
Prefecture, Major, police, passengers Ngos,
schools, sports clubs, ...**



Prevention, intervention & aftercare

PREVENTIVE MEASURES

Intervention in the field of:

- **human resources**
 - **working conditions**
 - **training and informations**
 - **rehabilitations measures**
- **organization**
- **technology**

Aftercare

post aggression recovery

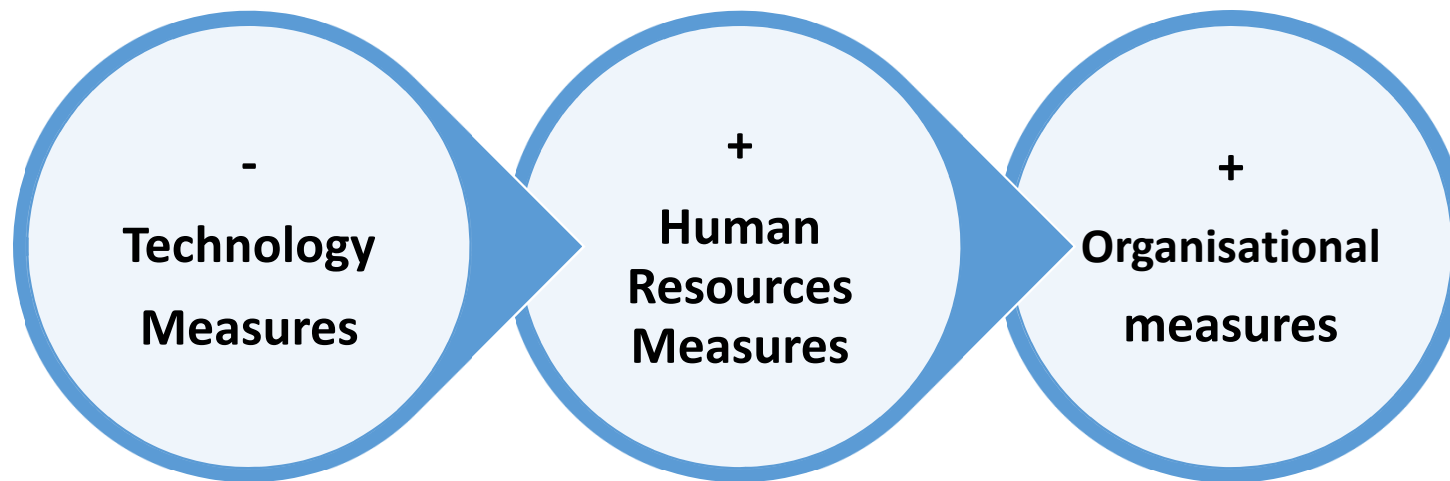
Intervention

Violence in public spaces is a **phenomenon that cannot be completely prevented, despite all measures taken by a company.**

But it must be limited and every year every actor should target a decrease in %



Imbalance between technological devices and human resources and organization measures must be equilibrated



Costs Calculation

Violence is a problem not only for railway workers;
it also causes high costs for the rail companies and for the public.

- Prevention of violence is in the best interest of productivity and profitability;
- Damages due to aggressions against staff members (such as times absent due to health problems) must be calculated;
- Costs from damages due to aggressions against staff and other such as vandalism must be separated.





Aim: Zero tolerance of violence against rail employees at work

Rail & PT Staff are essential public servants

They deserve to be treated with dignity and respect!

Cases of violence always have negative effects on:

- employees
- companies
- customers/users

Number of aggression is stable but ...

Intensity is on rise.

Gender Issues

- 1. Data. It's necessary :**
 - 1. to have disaggregated gender data** on aggressions
 - 2. to compare variations** of aggressions between men and women
- 2. Is there an increase of different kinds of aggressions to female staff?**
Verbal? Physical and sexual harassment? Where? When? Why?
- 3. All measures must be especially tailored on female and male staff**



Reporting of incidents system

There is a high number of unreported cases :

- Staff must be encouraged to report
- Much effort has to be made on unifying reporting system in EU
- Pay attention on the way companies calculate statistics (risk that companies underestimate the problem when the result is 0,...%)



Cases of violence handled as criminal offences



- Reporting:
- protect staff from possible reprisals
- Respecting personal integrity
- Confidentiality
- legal obligations
- data protection

- to classify aggressions as a criminal act
- the staff is considered as a witness to avoid consequences

Police force of Private security?

Police force

- Defense of people, citizens, transport passengers;
- Prevention and repression ;
- Rail police has a specific knowlegde of the rail evironment and connection with other police force and department

Private security staff

- Defense of things;
- Prevention ;
- Pay attention to its collective agreement and extension of working time (risk of low productivity and low attention when working too long)



**Coordination among Police forces, private security staff
and rail staff is essential! Training together and meetings are very much worth!**

TRADE UNION PROPOSALS

TRADE UNIONS

Negotiate
Monitor + update plans
Meet workers + support after
aggression

COMPANIES

Involve Trade Unions
Monitor + update plans
human-centered Job design
Use internal security force
design safer station and trains

EU INSTITUTIONS

+ Data information
Check M.S. Ministers commitment
DG Move position on aggression?
declaration of intent?
this item in TRAN agenda meetings

EU SOCIAL DIALOGUE

See following slide

INSTITUTIONS

Provide economic resources
Community-based interventions
Safety concepts in tendering
procedures



EU Rail Social Dialogue

- To keep safety for rail workers in the programme for an ongoing improvement;
- To monitor the implementation of Joint recommendations and best practice catalogue with the help of an EU Commission department ;
- investigate major difficulties linked to the implementation and find solutions;
- To study and to update new measures, then disseminate them among CER and ETF members;
- To invite rail company reps on security;
- To invite experts at EU level and to share Landsec outcomes;
- To invite and involve EU institutions, relevant players at European and national levels, public transport passengers NGOs, etc. for a partnership approach;
- To evaluate further research, publications and Conferences to share good practice and to work towards solutions to the problem;
- Think about Campaign and Inter-sectoral agreement (with UPT, other transport modes) and commercial centres, hospitals, etc.



Trade Unions

Some trade unions do not have a positions on security issues yet

- Security is a key point for staff: include it in the top list of negotiation items:
 - agreements and collective bargaining ;

- Take inspiration from tools developed EU Social Dialogue;

Trade unions who have done some actions, or negotiated agreement:

- Regularly monitor + update prevention plans ;
- Regularly meet workers to listen they needs ;
- Support workers after aggressions.



Rail Companies

- Discuss with T.U. specific agreements and include item in collective agreement ;
- Adopt a human-centred workplace culture: Job design ;
- Avoid excessive work pressure;
- Change work practices to limit dissatisfaction from clients;
- Add more personnel on board of trains and stations;
- Use and develop internal security force (rail staff is more trained and better knows rail frame and situation);
- Design safer station and trains for passengers and workers;
- Contact with civil society and passenger organizations.



National & Local Institutions

- Ministry of Transports and Ministry of the Interior have to :
 - provide economic resources
 - encourage all the actors to take actions
- Community-based interventions focused on potential perpetrators
- Safety concepts as part of tendering procedures (e. g. training and numbers of staff, etc.)



EU institutions

- More data information (from Eurostat?) about:
 - Rail staff aggressions at EU level
 - Actions taken by the rail companies;

- Check the commitment of the MS Ministers of Transport and of Interior in terms of economic resources

- Share DG Move position on this item in S.D. meetings, etc.

- Involve TRAN commission: ask to put this item in its agenda and to present a motion to EP



At EU level

ACTIONS TO TACLE TERRORISM

- Agreements, memorandum and protocol to an agreement among different countries
- Coordination of rogatories, petitions (including muslims countries)
- Judicial cooperation among Ms
- Organisation of specialized investigation services
- More interaction not only of police departments but also of judicial systems

Thank you for your attention
www.etf-europe.org/railways.cfm
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