

Third-party violence Aggressions

Social Dialogue: WG II – Employability & Equal Opportunity

9 October 2015

ETF presentation

Good practice examples against aggressions:

- **Italy > Filt Cgil**
- **other**

Italian Action plan. June 2015

11.6.2015 on board Trenord staff aggression

15.6.2015: FSI+Trenitalia + Trade Unions = 4 actions agreement:

- 1. Measures with Ministry of Interior + list of 15 risky regional trains (possible cancellation when no police is on board)**
- 2. Contact with local Prefecture + local implementation of regional trains list cancellation**
- 3. Prevention measures for on board staff**
- 4. On board staff prevention training + check-in controls teams at stations**

Action 1

Background: in 2012 was established a **Committee FS + Polfer (rail police)** within a cooperation between Ministry of Interior and FS SpA.

- 1. Establishing a 1° list of trains where the risk of aggression is highest.** (From 26 June 2015 Trenitalia can cancel some trains if Polfer is not available on board).

In the period 26.6/7.7 all the 15 trains in the list where escorted by police.

After that date, other measures such as: controls by Polfer, Police supporting Trenitalia and «Protezione Aziendale» staff, where taken in specific trains and stations with highly critical situations.

- 2. FS and Trade Unions are promoting towards Ministry of Interior and Min. of Transport the request of establishing an institutional entity of monitoring and possible measures,** with the participation of other Rail Undertakings.

(FS sent a letter 24 June 2015. Ministry of Interior agreed on the necessity to involve all the actors deputed to contrast/to fight against aggressions)

Action 2

To activate at regional level joint contacts Trenitalia Regional + Trade Unions with regional Prefettura to integrate the first train list defined at national level the 15.6.2015.

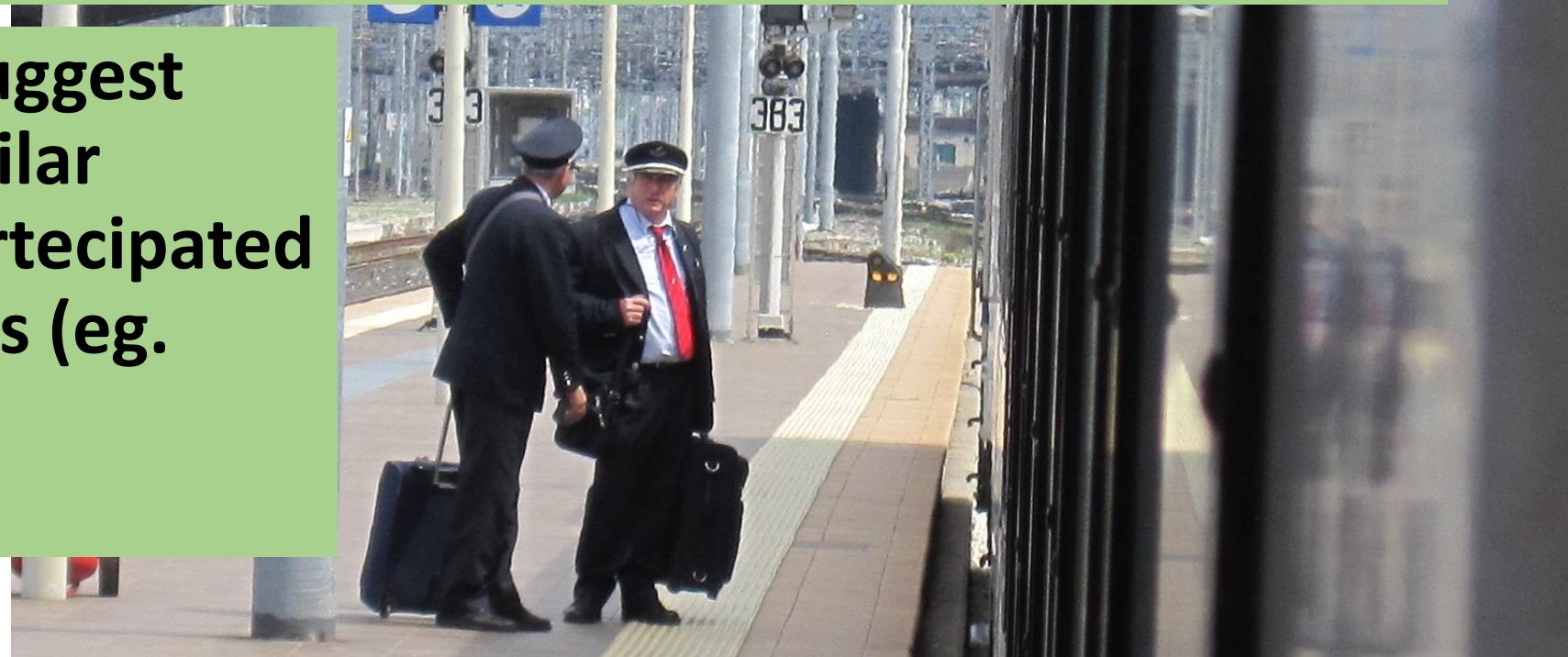
Trade unions asked to continue the monitoring of measures taken, starting from the meetings reports with Prefects at regional level.



Action 3

1. As specified in a past Trenitalia procedure (2013)* the on board train staff, in case of need, can ask Polfer a support and can decide to temporarily stop on board tickets control when it's dangerous. *(C.O. n. 423/AD del 12 luglio 2013)

2. Trenitalia will suggest adoption of similar measures to participated rail undertakings (eg. Trenord)



Action 4

Trenitalia will:

1. Intensify the present personnel training programme concerning behaviour aspects of the relation between on board staff and costumers.
2. Implement the ticket control teams in the stations (Anti-evasion).



On 24.6.2015 **Trade Unions** asked to FS to be informed about:

- training programmes/calendar
- passenger ticket control at the station, before the access to trains.

Roma, 11.9.2015

Trade Unions evidentiates some problems:

Train workers and citizens need concrete and rapid answers against antisocial behaviour, but respectfull of freedom and rights of person!

- 1. All companies measures must be coordinated with institutions, police, social services, passengers associations (all these actors must be involved, each one for its own responsibility and competences).**
- 2. Phenomena of trains aggressions are underestimated by subjects in charge of public order.**
- 3. Organisational inadequacy or insufficiency.**
- 4. Out of time interventions.**
- 5. Scarcity of resources, staff and instruments concretely made available.**

Agreement between DB and EVG

2010: Agreement between DB and EVG predecessor organisations TRANSNET and GDBA and works councils. Content: Security for passengers and workers.

Harassment and violence are unacceptable.

- **Record every known case of harassment and violence**
- **classify them**
- **work together with police and work councils DB offers de-escalation training to the employees,**
- **integrate the issue secureness to the regularly advanced education for employees.**

Agreement between DB and EVG/2

- The concretely **activities** will be advised with the competent **works councils**.
- **DB** accompanies the employees, which are victims of harassment and violence in responsibility **to take care** with the consequential **aftercare**.
- In case of **serious mental or physical violence**, the company directive "Traumatisierende Ereignisse bewältigen" (To cope with **traumatism cases**) has to be used properly.
- **Agreement** has been further developed between **DB Regio** management and works council. In 2014, works council of DB Regio received the Hans-Böckler **award** (bronze medal) for this project.