



Security vis-à-vis third- party violence

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Third-party violence

« *Insults, threats or physical or psychological aggression exerted by people from outside the organisation, including customers and clients, against a person at work that endangers their health, safety and well-being.* »



Joint Recommendations

Promoting security and the feeling of security vis-à-vis third-party violence in the European railway sector

- European railway sector social partners (12/2012)
- Preventing and handling violence
- Practical measures



Joint Recommendations – proposed measures (1)

- Creating and raising awareness
- Setting up a special centre
- Documentation, reporting and analysis
- Security management and technical measures



Joint Recommendations – proposed measures (2)

- Preventive training and raising staff awareness
- Aftercare
- Law and order partnerships
- Implementation of good practice examples



Joint Recommendations – proposed measures (3)

- Dialogue with politicians, other stakeholders and social partners
- Awarding of public contracts for rail passenger transport
- Conclusion of a social partner agreement



Regular assessment of the effectiveness of the measures taken

- Coordination with Colpofer
- ATOC, DB, FSI, OBB, PKP PLK, SBB, SNCB, SNCF, ZSR, ZSSK



Questionnaire & first outcomes (1)

- Development

→ decreased, unchanged, increased

- Occurrence

→ **daily** & almost daily & weekly

- Priority

→ yes (& no)

- Staff concerned

→ on-board staff, security staff, staff in stations

Questionnaire & first outcomes (2)

- Types of violence
 - **verbal**, physical without injury and physical with injury
- Place
 - trains, (stations)
- Circumstance
 - ticket control & (cash desk)
- Type of train
 - regional trains, (long distance)



Questionnaire & first outcomes (3)

- Joint recommendations (country/company specific)

Most common

- Awareness
- Documentation, reporting, analysis
- Security management and technical measures
- Training and staff awareness
- Aftercare
- Regular evaluation



Questionnaire & first outcomes (4)

- Joint recommendations (country/company specific)

Less common

- Law and order partnerships
- Implementation of good practices
- Dialogue with other stakeholders
- Contracts' conditions

Very rare

- Special centre
- Social partner agreement



Questionnaire & first outcomes (5)

- Violence created by bad work organisation
→ very rare
- Joint recommendations awareness
→ yes & no
- Internal violence
→ no (& yes)






The Voice of European Railways

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Thank You

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