

# Women in Transport in the Twin transition. How to eliminate Gender based violence



EUROPEAN  
TRANSPORT  
WORKERS'  
FEDERATION

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## Challenges and Issues Faced by Women Transport Workers

Gender-based violence (GBV) remains a pervasive issue in the transport sector, disproportionately affecting women due to workplace isolation in some cases caused by **automation and insufficient safety measures**. Studies indicate that **25% of women transport workers consider violence against women a regular occurrence**, while 26% believe harassment is perceived as an inherent part of the job. The absence of personnel on-site, particularly in automated environments, heightens the risk of sexual harassment and assault.



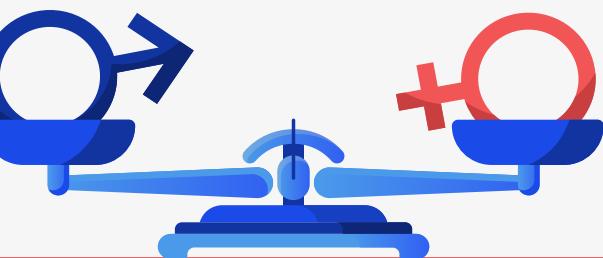
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## What Are Our Needs and Demands?

To combat this, we demand the enforcement of **zero-tolerance policies against harassment and violence**, alongside the binding establishment of robust reporting mechanisms that **ensure confidentiality and protection from retaliation**.

**Employers must also invest** in recurring **gender-stereotype awareness training** to foster a culture of respect and inclusion. Additionally, increasing the representation of women in the workforce, particularly in customer-facing roles, can contribute to a **safer and more inclusive work environment for all employees** and passengers, while attention to gender-based violence and harassment should be also taken into account when designing these services providing **support and protection to customers and staff**. Strengthening gender-sensitive customer care services—such as dedicated support for families, elderly passengers, and other vulnerable groups—will not only **improve service quality** but also provide new employment opportunities

for women. A critical aspect of tackling gender-based violence and inequality in the transport sector is ensuring the collection and use of gender-specific data. The lack of comprehensive and disaggregated data on women's working conditions in transport hinders the development of effective, evidence-based policies.

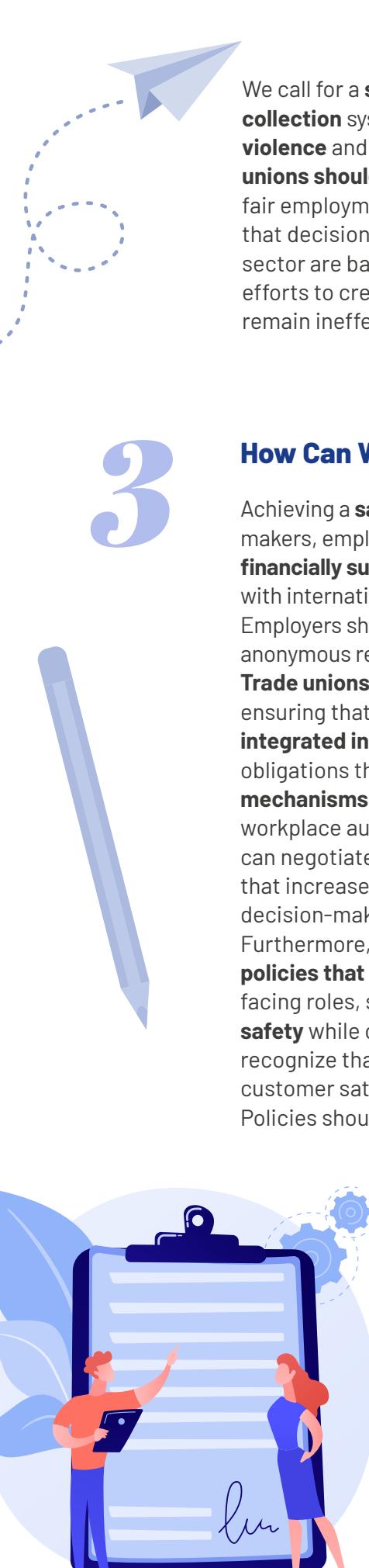


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We call for a **structured, transparent, and independent data collection** system to assess the real extent of **gender-based violence** and other barriers women face in the industry. **Trade unions should push** for stronger **data-driven policies** that support fair employment practices and inform social dialogue, ensuring that decisions regarding women's access and retention in the sector are backed by reliable evidence. Without systematic data, efforts to create a safer, more inclusive environment for women remain ineffective and fragmented.



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## How Can We Achieve This, and Who Should Be Involved?

Achieving a **safer and more inclusive transport sector** requires collective action from policy-makers, employers, and trade unions. Institutions must play a pivotal role in implementing and **financially supporting zero-tolerance policies** and mandatory training programs, in alignment with international frameworks such as the Istanbul Convention and Directive (EU) 2024/1385. Employers should commit to adopting clear anti-harassment measures, ensuring secure and anonymous reporting channels, and actively monitoring the effectiveness of these policies.

**Trade unions** should advocate for these measures **in collective bargaining agreements**, ensuring that gender-sensitive customer care initiatives and **safe working conditions are integrated into employment contracts**. Specifically, unions should push for contractual obligations that require employers to implement **safe and anonymous reporting mechanisms**, provide **psychological support services** for victims, and conduct regular workplace audits to assess risks and address gender-based violence. Additionally, unions can negotiate for the inclusion of **mandatory gender-awareness training** and measures that increase the representation of women in the workforce, particularly in leadership and decision-making roles.

Furthermore, trade unions should work with employers to **create recruitment and retention policies that foster an inclusive work environment**. This includes ensuring that customer-facing roles, such as passenger assistance services, are structured to enhance **workplace safety** while offering career development opportunities for women. Employers should recognize that investing in gender-sensitive customer care services not only improves customer satisfaction but also helps create a more inclusive and respectful workplace. Policies should also be in place to **protect workers—especially women and LGBTQIA+ employees—from customer harassment and violence**.



Additionally, **trade unions** should **actively engage in negotiations** to ensure that employers and institutions commit to **data collection** frameworks that **track gender disparities**, incidents of workplace violence, and the **effectiveness of implemented policies**. Employers should be required to systematically collect and report gender-specific data, ensuring compliance with privacy regulations such as the General Data Protection Regulation (GDPR). The insights derived from this data should be used to **inform collective bargaining agreements**, shape **training programs**, and drive **policy reforms** that support women's long-term participation in the sector. Aligning with the Sustainable and Smart Mobility Strategy (2020), which promotes the use of data to improve access and safety, unions must ensure that gender-disaggregated data is leveraged **to address systemic inequalities**. Collaborative efforts between institutions, employers, trade unions, and women's rights organizations will be key to creating safer workplaces, reducing **systemic barriers**, and ensuring the long-term participation and advancement of women in the transport workforce.