

IT'S NOT PART OF THE JOB



**Violence and Harassment
against Women Transport
Workers**

2ND ETF SURVEY 2026





Authors

Dr Jane Pillinger & Dr Sarah Murphy

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Graphic / design

Rita Gorgulho

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Rue du Marché aux Herbes 105 bte 11

1000 Brussels

Belgium

etf@etf-europe.org | www.etf-europe.org



FOREWORD

VIOLENCE IS NOT PART OF THE JOB!

This is the 2nd survey on “**Violence and harassment against women transport workers**” conducted by the ETF and the results are a clear call to action. The findings confirm what has already been reported by individual women transport workers and trade union members: violence and harassment have increased after the Covid-19 pandemic. And what is shocking for the transport sector: 61,6 % of the women transport workers have considered leaving the sector due to aggression and violence.

Our first survey, published in 2017 ¹, was the first Europe-wide collection of data and testimonies² to show the reality and day-to-day experiences of women working in the transport sector. The survey was recognised across Europe, quoted in the 2021 European Parliament study on “**Women in Transport**”³ and cited in the EIGE Report “**Gender Equality Index 2023: Towards a green transition in transport and energy**”⁴. And the fact that violence, harassment and sexism constitute a major barrier for women entering the transport sector - and an obstacle for their retention - is well recognised in the European Parliament resolution on “**Ensuring European Transportation works for women**” (3 October 2023) ⁵. Our survey contributed to awareness raising about gender-based violence in transport and ETF was able to address the problem in the European sectoral social dialogue. But that is not enough!

With this 2nd survey, we sought to collect evidence regarding reports of increased violence and harassment following the Covid-19 pandemic, and we wanted to get deeper into the analysis. For example, answering the question whether third-party violence in customer facing roles is a gender issue or not; our survey proves that women are more exposed. We gathered data on perpetrators, who unfortunately include managers and colleagues, proving that gender-based violence and sexism is a widespread cultural phenomenon in transport. And we wanted to know more about the health and psychological impacts of this experience on women. This report contains extensive data alongside testimonies of individual women.

But most importantly: we must stop it. **Violence is not part of the job!** We need to change the culture. We need combined efforts of employers, trade unions, politics and authorities. Fighting gender-based violence is a mainstream task for all, ranging from awareness-raising, negotiating collective bargaining agreements to putting real money for investing in safe spaces, transport operations, and people.

Sara Tripodi,
Chair of the ETF Women's Committee

1 ETF Summary Report on Violence Against Women at Work in Transport, 2017 <https://www.etf-europe.org/wp-content/uploads/2018/10/290917 ETF-summary-report-VAW-at-work-in-transport-EN.pdf>

2 ETF published a supplementary report with the comments made by women transport workers who answered the survey in 2017 <https://www.etf-europe.org/resource/violence-against-women-at-work-in-transport-supplementary-report/>

3 Women in Transport, European Parliament 2021 <https://op.europa.eu/en/publication-detail/-/publication/046b8be1-6144-11ec-9c6c-01aa75ed71a1/language-en>

4 EIGE, (2023). Gender Equality Index 2023. Towards a green transition in transport and energy, Publications Office of the European Union. https://eige.europa.eu/publications-resources/publications/gender-equality-index-2023-towards-green-transition-transport-and-energy?language_content_entity=en

5 European Parliament resolution from 3/10/2023, https://www.europarl.europa.eu/doceo/document/TA-9-2023-0339_EN.html

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SUMMARY

VIOLENCE AND HARASSMENT IS WIDESPREAD AND SYSTEMIC

- The ETF 2026 survey gathered responses from 1732 women transport workers across 27 European countries and nine transport sectors.
- Nearly a decade after the first ETF survey (2017), violence and harassment against women in transport remain widespread, with abuse from customers and service users appearing to have increased and become normalised.
- 71.1% of women transport workers reported experiencing violence or harassment in their current job, demonstrating that the issue is pervasive across the sector rather than isolated incidents. Exposure is highest in passenger-facing sectors such as railways, civil aviation, and urban public transport, where constant customer interaction increases risk.
- Most respondents work in railways, civil aviation and urban public transport, sectors characterised by high levels of passenger interaction and frontline roles, where third-party violence and harassment is particularly prevalent.
- Nearly half of the respondents to the survey who had experienced violence and/or harassment stated that the violence had occurred in the last month.
- Verbal abuse dominates, but serious harm persists: verbal harassment accounts for 75.4% of incidents, while physical violence (7.5%) and sexual harassment (6.7%) remain significant, with sector-specific differences.

THIRD-PARTY VIOLENCE AND HARASSMENT FROM CUSTOMERS/SERVICE USERS IS THE DOMINANT RISK

- Customers/service users perpetrate more than half of reported incidents (52.7%), particularly verbal abuse, threats and physical violence. Colleagues and managers play a larger role in sexualised and power-related forms of harm in some sectors.
- There is a growing challenge of third-party violence, which has intensified since the COVID-19 pandemic and is closely linked to public-facing roles in public transport.

VIOLENCE IS DEEPLY GENDERED IN A MALE-DOMINATED SECTOR

- Three out of four women who experienced violence believe they are targeted more often because they are women, and 60.8% identify gender as the main factor driving exposure.
- Gender stereotypes, male-dominated workplace cultures and challenges to women's authority reinforce vulnerability in transport workplaces.

ABUSE IS FREQUENT AND NORMALISED IN EVERYDAY WORK

- For many workers, violence is not occasional but recurrent, with incidents occurring several times a month, weekly, or even daily. Verbal abuse accounts for around three-quarters of incidents, showing how routine hostility has become embedded in frontline transport work.

REPORTING SYSTEMS EXIT, BUT OFTEN FAIL TO DELIVER MEANINGFUL OUTCOMES

- About half of the incidents are formally reported, yet outcomes are often disappointing. Only 26.4% of reported cases led to an investigation, 15.7% resulted in consequences for the perpetrator, and only 13.5% said their complaint led to a safer workplace, undermining trust in reporting mechanisms.

FEAR OF RETALIATION AND LACK OF TRUST DRIVE UNDER-REPORTING

- Workers frequently choose to disclose informally (to colleagues or family) rather than formally report.
- Key barriers to reporting include a lack of evidence, fear and experience of negative consequences, lack of support, and prior mishandled cases, reflecting limited confidence in organisational responses.

VIOLENCE HAS SERIOUS PSYCHOSOCIAL AND WORKFORCE IMPACTS

- Violence and harassment create anxiety, stress, fear, exhaustion and long-term psychological harm for many workers.
- Around three in five (61.6%) of respondents have considered leaving the sector because of violence, highlighting the broader implications for workforce retention and sustainability.

WORKPLACE SAFETY IS WIDELY PERCEIVED TO BE DETERIORATING

- More than half of workers (54.4%) believe workplace safety has worsened in recent years, mainly due to rising customer aggression, staff shortages, and weak organisational responses.
- Where safety improvements occur, they are largely linked to security measures, training and clearer procedures, rather than structural workplace changes.

RECOMMENDATIONS

- **Companies/employers:** Integrate violence and harassment, including third-party violence from customers, into Occupational Safety and Health (OSH) risk prevention systems, strengthen security and staffing in frontline roles, and ensure effective reporting, investigation and survivor-centred support for workers.
- **Trade unions:** Provide confidential support and representation for victims, strengthen awareness and training on gender-based violence and harassment, and negotiate stronger protections through collective agreements.
- **Social partners (employers and unions):** Use social dialogue and collective bargaining to develop sectoral frameworks to prevent violence and harassment against women, specifically third-party violence and harassment, linked to the promotion of gender equality, safe staffing levels, clear procedures, training, and accountability mechanisms.
- **Policy makers:** Strengthen legislation, enforcement, and investment in safer transport systems, including the full implementation of ILO Convention No. 190 and measures to address third-party violence against transport workers.

SECTION 1.

INTRODUCTION

SUMMARY

- The ETF 2026 survey gathered responses from 1732 women transport workers across 27 European countries and nine transport sectors.
- Nearly a decade after the first ETF survey (2017), violence and harassment against women in transport remain widespread, with abuse from customers and service users appearing to have increased and become normalised.
- Most respondents work in railways, civil aviation and urban public transport, sectors characterised by high levels of passenger interaction and frontline roles, where third-party violence and harassment is particularly prevalent.
- Despite growing policy attention (including ILO Convention No. 190 and stronger national laws), the survey documents frequent verbal abuse, sexual harassment and threats, alongside persistent barriers to reporting, including fear of retaliation and lack of trust in reporting mechanisms.

This report summarises the findings of the European Transport Workers' Federation's (ETF) 2026 survey on violence against women transport workers in Europe, conducted between 2025 and 2026. The survey was completed by 1732 women workers across nine transport sectors in 27 European countries. The majority (86%) of respondents stated that they were trade union members.

The survey highlights the persistent and growing problem of violence and harassment against women in transport by giving voice to women workers' daily experiences of violence and harassment at work. The problem of violence against women in transport was first documented in the ETF's first survey on violence against women nearly a decade ago (ETF, 2017), which was followed up by specific workplace guidance on preventing violence and harassment against women (ETF, 2020). However, since then, there has been little improvement in women's experiences of violence and harassment or in responses from companies and employers to systematically addressing and preventing violence and harassment against women. Particularly worrying is that levels of abuse and aggression from customers/service users appear to have not only increased, but also to have become normalised.

The survey gives alarming evidence of high levels of violence against women at work in transport workplaces across Europe, particularly third-party violence and harassment (TPVH) from customers/service users. Exposure to third-party violence and harassment against transport workers has increased significantly since the COVID-19 pandemic. The survey occurred at a time of higher levels of awareness about violence and harassment, including gender-based violence and harassment, third-party violence and harassment

and psychosocial risk factors in the world of work. This was in part because of the ILO's Violence and Harassment Convention No.190 and its ratification across a growing number of European countries.⁶ Similarly, some European countries have implemented stronger laws, such as those in the Netherlands, France, Belgium, Sweden, Denmark, Finland, Spain, and the UK, among others, to address and prevent violence and harassment, with employer duties to prevent such violence and harassment. Despite this context, the survey results document frequent verbal abuse, sexual harassment, and physical threats, and highlight significant barriers to official reporting, such as fear of retaliation and a lack of trust in the reporting mechanisms.

DEFINITIONS OF VIOLENCE AND HARASSMENT

In the survey, the different forms of violence and harassment are defined in the following ways:

- Verbal abuse/harassment is the use of derogatory, negative language to harm another person;
- Sexual harassment is e.g. any form of unwanted verbal, non-verbal or physical conduct of a sexual nature – e.g. inappropriate staring or leering, being exposed to sexually explicit images or videos, indecent sexual jokes or offensive remarks about a person's physical appearance or private life;
- Physical violence is the intentional conduct of committing acts of physical violence against another person;
- Cyber violence is the use of digital technologies such as computers, smartphones, and social media to inflict, facilitate, or threaten physical, sexual, psychological, or economic harm against individuals, e.g. inappropriate pictures, revenge porn, harassment in whatsapp chats, violations of privacy, stalking, harassment, gender-based hate speech, personal content sharing without consent, image-based sexual abuse, hacking, and identity theft.

Methodology

The multilingual online survey, disseminated via Google Forms, was made available to women workers through their trade unions between November 2025 and February 2026. The survey was available in 13 languages (Danish, German, Greek, English, Spanish, Estonian, French, Italian, Dutch, Russian, Turkish and Ukrainian) and was completed by women working in 27 countries.

Separate language versions were merged at the response level into a single master Excel dataset. A structured data-cleaning process was applied, including standardisation of country names and sector categories, harmonisation of multilingual responses and thematic coding of free-text "other" responses using keyword mapping. Key word mapping was carried out using a professional AI service to ensure data protection. Translations of free text for the purposes of selecting quotations to use in the report were carried out using DeepL Pro. Some quotes were lightly edited for clarity without losing the sense of what workers reported. Percentages were calculated using valid responses for each question. Cross-tabulations were conducted by sector to identify exposure patterns and differences in structural risk. The analysis integrates a gender-responsive and psychosocial risk lens aligned with ILO Convention No. 190, examining both individual experiences and structural workplace factors.

⁶ For further information on ILO Convention No. 190 and accompanying Resolution No. 260 see: <https://www.ilo.org/topics-and-sectors/violence-and-harassment-world-work>. For information on how trade unions have campaigned for and used ILO C190 in bargaining see: <https://www.ilo.org/publications/violence-and-harassment-world-work-trade-union-initiatives-strategies-and>

Profile of respondents: country and sector worked in, work roles and age

SURVEY LANGUAGES

Table 1 shows the responses by survey language, with the largest responses in German, Italian, English, Dutch and French and Spanish. Language does not represent the country worked in.

Some survey languages were completed by workers in several countries e.g. French (Switzerland, Belgium and France), English (UK, Ireland and some multi-country workers), and Dutch (Belgium and the Netherlands).

Table 1: Responses by survey language

| Language | Responses |
|--------------|-------------|
| German | 366 |
| Italian | 336 |
| English | 315 |
| Dutch | 219 |
| French | 166 |
| Spanish | 158 |
| Danish | 95 |
| Bulgarian | 56 |
| Turkish | 13 |
| Croatian | 5 |
| Russian | 1 |
| Estonian | 1 |
| Ukrainian | 1 |
| Total | 1732 |

SECTOR WORKED IN

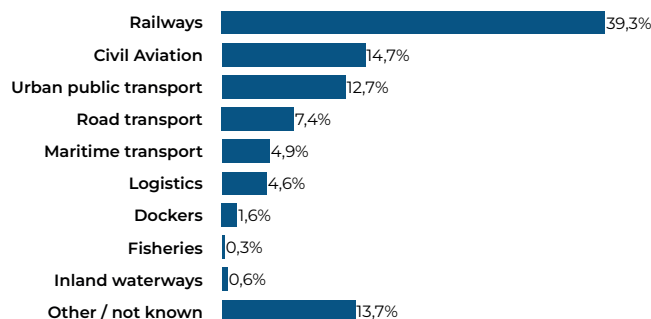
As Chart 1 shows, the sectors where respondents work. The largest share of respondents work in the public transport sector: railways (39.3%, n = 681), followed by civil aviation (14.7%, n = 254), urban public transport (12.7%, n = 220) and road transport (7.4%, n = 129). High levels of passenger interaction

and frontline roles characterise these sectors. A smaller proportion of respondents work in maritime transport and logistics, while dockers, fisheries and inland waterways together represent a small share of the sample. A further 13.7% did not specify their sector or selected other.

Table 2: Sector worked in

| Sector | N | % |
|------------------------|-------------|-------------|
| Railways | 681 | 39.3% |
| Civil Aviation | 254 | 14.7% |
| Urban public transport | 220 | 12.7% |
| Road transport | 129 | 7.4% |
| Maritime transport | 85 | 4.9% |
| Logistics | 80 | 4.6% |
| DockersW | 28 | 1.6% |
| Fisheries | 6 | 0.3% |
| Inland waterways | 11 | 0.6% |
| Other / not known | 238 | 13.7% |
| Total | 1732 | 100% |

Chart 1: Sector worked in (% of respondents, n=1732)



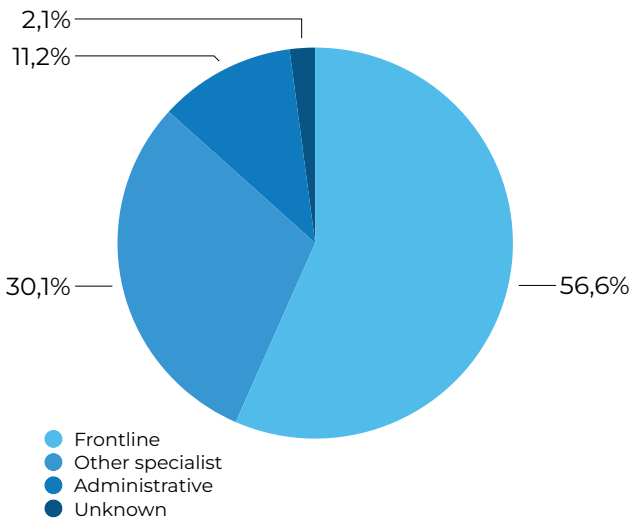
RESPONDENTS' WORK ROLES

Chart 2 shows that of the 1732 respondents, more than half were frontline workers (56.6%, n = 980), for example, drivers, conductors, ground staff, and cabin

crew. This was followed by a substantial proportion in other specialist roles (30.2%, n = 522), suggesting strong representation from operational and technical functions. Administrative staff accounted for 11.1% (n = 194), while very small proportions were identified as supervisor/management or holding a trade union role. A further 2.0% were unknown. Overall, the survey findings predominantly reflect frontline and specialist worker perspectives rather than those of management or union leadership.

| Category | Number | % |
|------------------|--------|-------|
| Frontline | 980 | 56.6% |
| Other specialist | 522 | 30.2% |
| Administrative | 194 | 11.2% |
| Unknown | 36 | 2.0% |

Chart 2: Respondents work roles (% of respondents, N=1732)

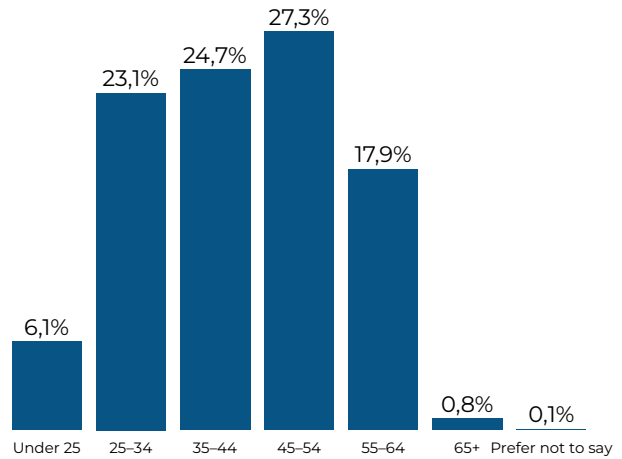


AGE OF RESPONDENTS

The age distribution of survey respondents largely reflects the typical age profile of transport workers, as shown in Chart 3. The largest proportion of respondents falls within the 35–54 years age range (27.3% in the 45-54 years and 24.7% in the 35-44 years). Younger workers (under 35 years) represent a smaller but significant share of respondents. They may face particular vulnerability due to less seniority, job insecurity, or limited experience in managing difficult customer interactions.

| Age group | Number | % |
|-------------------|--------|-------|
| Under 25 | 105 | 6.1% |
| 25–34 | 396 | 23.1% |
| 35–44 | 424 | 24.7% |
| 45–54 | 468 | 27.3% |
| 55–64 | 306 | 17.9% |
| 65+ | 13 | 0.8% |
| Prefer not to say | 2 | 0.1% |

Chart 3: Age range of respondents (% of respondents, n=1714)



SECTION 2.

WOMEN TRANSPORT WORKERS' EXPERIENCES OF VIOLENCE AND HARASSMENT AT WORK

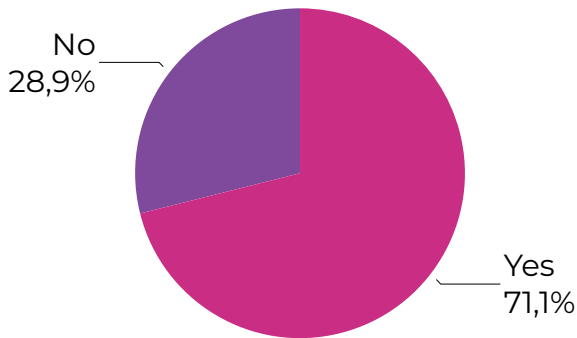
SUMMARY

- Violence and harassment are widespread and routine: 71.1% of respondents experienced at least one form in their current job, with the highest exposure in dockers, rail, urban public transport and aviation, and the greatest risk among frontline workers.
- Violence and harassment are experienced as frequent and regular: Nearly half of the respondents to the survey who had experienced violence and/or harassment stated that the violence had occurred in the last month.
- Verbal abuse dominates, but serious harm persists: verbal harassment accounts for 75.4% of incidents, while physical violence (7.5%) and sexual harassment (6.7%) remain significant, with sector-specific differences.
- Third-party violence is the primary cause of rising violence and harassment: customers/service users perpetrate more than half (53.4%) of the most recent incidents and account for most verbal, threat and physical cases; colleagues and managers play a larger role in sexualised and power-related forms of harm in some sectors.

Workers are experiencing violence and harassment in their current jobs

Violence against women transport workers remains alarmingly high, as illustrated in Chart 4. Over seven out of ten (71.1%, n = 1231) of respondents reported experiencing at least one form of violence or harassment in their current workplace, compared to 28.9% (n = 501) who reported no such experience. These findings indicate a high reported prevalence of workplace violence and harassment among respondents, suggesting that exposure is widespread, rather than isolated, highlighting the need for systematic and effective prevention, reporting, and remedies for workers.

Chart 4: Workers experiencing violence and harassment
(% of respondents, n=1732)

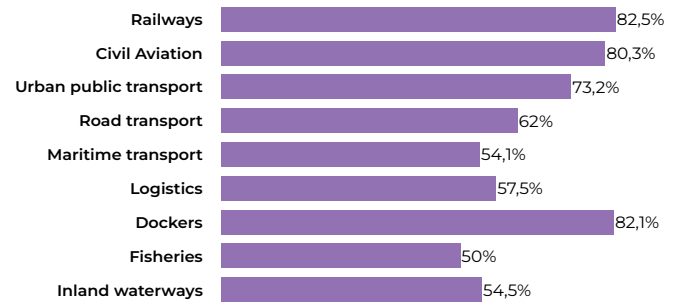


| Response | Number | % |
|--------------|-------------|---------------|
| Yes | 1231 | 71.1% |
| No | 501 | 28.9% |
| Total | 1732 | 100.0% |

The prevalence varies considerably across transport sectors. As shown in Chart 5, the highest levels of violence and harassment are reported in railways (82.5%, n = 562) and civil aviation (80.3%, n = 204), as well as among dock workers (82.1%, n = 23), although these figures are based on small samples. Urban public transport workers also report high exposure (73.2%, n = 161). Lower but still substantial levels are reported in road transport (62.0%, n = 80), logistics (57.5%, n = 46) and maritime transport

(54.1%, n = 46). Overall, the findings suggest that customer-facing and operational transport roles are associated with particularly high exposure to violence and harassment.

Chart 5: Workers experiencing violence and harassment by sector (% of respondents, n=1494)



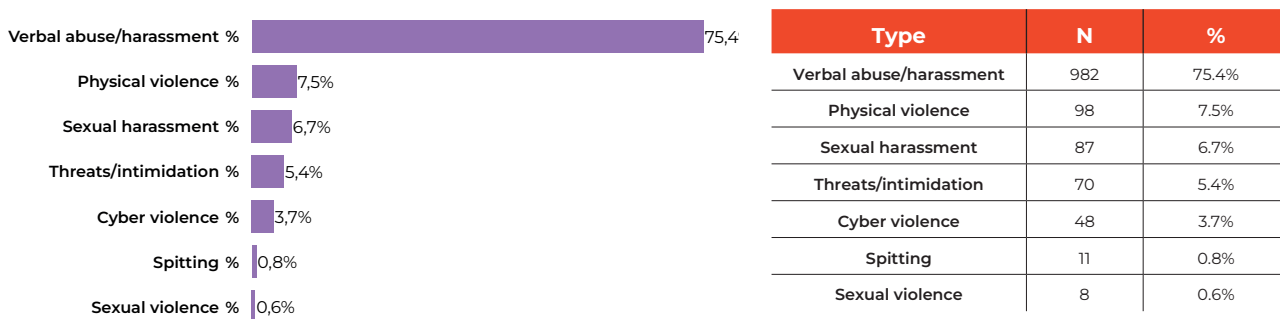
| Sector | Total | Yes | % | No | % |
|------------------------|-------|-----|-------|-----|-------|
| Railways | 681 | 562 | 82.5% | 119 | 17.5% |
| Civil Aviation | 254 | 204 | 80.3% | 50 | 19.7% |
| Urban public transport | 220 | 161 | 73.2% | 59 | 26.8% |
| Road transport | 129 | 80 | 62.0% | 49 | 38.0% |
| Maritime transport | 85 | 46 | 54.1% | 39 | 45.9% |
| Logistics | 80 | 46 | 57.5% | 34 | 42.5% |
| Dockers | 28 | 23 | 82.1% | 5 | 17.9% |
| Fisheries | 6 | 3 | 50.0% | 3 | 50.0% |
| Inland waterways | 11 | 6 | 54.5% | 5 | 45.5% |

Levels of exposure to violence and harassment also differ by occupational role. Frontline workers report the highest rate (83.4%, n = 813), just over half of administrative staff (54.9%, n = 107), and other specialists (30.2%, n = 158). The prevalence of violence and harassment across all occupational categories indicates that violence and harassment are not confined to a single occupational group. However, workers in direct operational and public-facing roles face the greatest exposure.

TYPE OF VIOLENCE AND/OR HARASSMENT

As shown in Chart 6, verbal abuse and harassment are by far the most prevalent form of violence reported, accounting for 75.4% (n = 982) of all cases. All other forms occur at much lower levels. Physical violence (7.5%, n = 98) and sexual harassment (6.7%, n = 87) represent the next most reported categories, followed by threats and intimidation (5.4%, n = 70). Cyber violence accounts for 3.7% (n = 48) of cases, while spitting (0.8%) and sexual violence (0.6%) are rarely reported. Overall, the findings highlight that while severe physical and sexual forms of violence are present, the overwhelming pattern is one of persistent verbal abuse, underscoring the need for preventive measures that address everyday hostile behaviours as part of workplace violence and harassment risk management.

Chart 6: Types of violence and harassment experienced (% of respondents, n=1304)



Experiences of violence and harassment by type and sector

Table 2 gives the sectoral breakdown. Across all transport sectors, verbal abuse is by far the most prevalent form of violence and harassment, ranging from 78.0% (n = 92) of all forms of violence and harassment in urban public transport to 61.1% (n = 11) in fisheries. In all sectors, this is followed by physical violence and sexual harassment, with slightly higher rates of sexual harassment observed in fisheries (16.7%) and inland waterways (18.2%). Overall, while patterns are broadly similar across transport sectors, some sectors, such as dockers (15.6% physical violence) and fisheries (higher sexual harassment and sexual violence proportions), show relatively elevated risks for specific forms of abuse.

Table 2. Incidents by main types of violence and harassment and sector

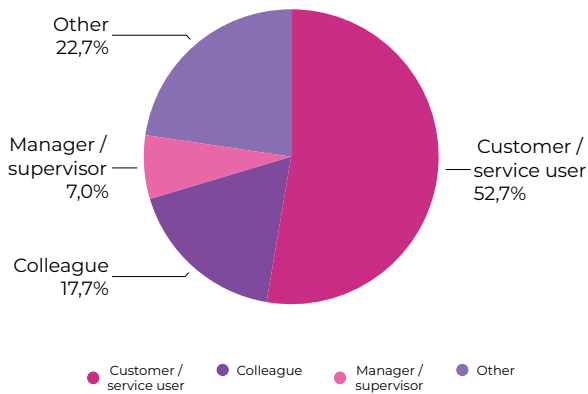
| Sector | Verbal abuse | | Physical violence | | Sexual harassment | | Threats/intimidation | | Cyber violence | | Spitting | | Sexual violence | |
|------------------|--------------|--------------|-------------------|-------------|-------------------|-------------|----------------------|-------------|----------------|-------------|-----------|-------------|-----------------|-------------|
| | N | % | N | % | N | % | N | % | N | % | N | % | N | % |
| Railways | 392 | 75.4% | 41 | 7.9% | 34 | 6.5% | 28 | 5.4% | 18 | 3.5% | 5 | 1.0% | 2 | 0.4% |
| Civil Aviation | 228 | 75.5% | 21 | 7.0% | 22 | 7.3% | 15 | 5.0% | 12 | 4.0% | 3 | 1.0% | 1 | 0.3% |
| Maritime | 126 | 72.4% | 10 | 5.7% | 18 | 10.3% | 8 | 4.6% | 8 | 4.6% | 2 | 1.1% | 2 | 1.1% |
| Road transport | 71 | 74.0% | 9 | 9.4% | 6 | 6.3% | 5 | 5.2% | 3 | 3.1% | 1 | 1.0% | 1 | 1.0% |
| Urban public | 92 | 78.0% | 8 | 6.8% | 6 | 5.1% | 6 | 5.1% | 4 | 3.4% | 1 | 0.8% | 1 | 0.8% |
| Logistics | 23 | 69.7% | 3 | 9.1% | 3 | 9.1% | 2 | 6.1% | 1 | 3.0% | 1 | 3.0% | 0 | 0% |
| Fisheries | 11 | 61.1% | 1 | 5.6% | 3 | 16.7% | 1 | 5.6% | 1 | 5.6% | 0 | 0% | 1 | 5.6% |
| Inland waterways | 7 | 63.6% | 0 | 0% | 2 | 18.2% | 1 | 9.1% | 1 | 9.1% | 0 | 0% | 0 | 0% |
| Dockers | 23 | 71.9% | 5 | 15.6% | 2 | 6.3% | 4 | 12.5% | 1 | 3.1% | 0 | 0% | 0 | 0% |
| TOTAL | 982 | 75.4% | 98 | 7.5% | 87 | 6.7% | 70 | 5.4% | 48 | 3.7% | 11 | 0.8% | 8 | 0.6% |

PERPETRATORS OF VIOLENCE AND HARASSMENT

Chart 7 shows that over half (52.7%, n = 679) of the most recent incidents of violence and harassment reported in the survey were perpetrated by customers/service users; 17.7% (n = 228) by a colleague, 7% (n = 90) by a manager or supervisor, and 22.7% (n = 292) by others (which includes members of the public and other third parties).

Chart 7: Perpetrators of violence and harassment

(% of respondents, n=1289)



| Perpetrator | N | % |
|-------------------------|-----|-------|
| Customer / service user | 679 | 52.7% |
| Colleague | 228 | 17.7% |
| Manager / supervisor | 90 | 7.0% |
| Other | 292 | 22.7% |

The data in Table 3 show that customers/service users are the primary perpetrators across all forms of violence and harassment, highlighting the significant exposure of frontline workers to third-party violence and harassment. Customer-related incidents are particularly high in urban public transport (70.1%, n = 203), civil aviation (56.7%, n = 78) and railways (52.7%, n = 300), reflecting frontline exposure. In contrast, maritime transport is dominated by other perpetrators (62.9%, n = 190), and dockers show a distinct pattern with the majority involving colleagues (64.3%, n = 34). Smaller sectors such as fisheries and logistics (40.0%, n = 4) show a higher share of non-customer perpetrators. Overall, while external actors are the main perpetrators across the survey, internal workplace actors, especially

colleagues, represent a significant proportion in certain sectors.

Table 3. Perpetrators by sector

| Sector | Customer | | Colleague | | Manager | | Other | | Total |
|------------------------|----------|-------|-----------|-------|---------|-------|-------|-------|-------|
| | No. | % | No. | % | No. | % | No. | % | |
| Railways | 300 | 52.7% | 73 | 12.8% | 23 | 4.0% | 143 | 25.1% | 539 |
| Civil Aviation | 78 | 56.7% | 13 | 9.6% | 4 | 2.90% | 42 | 30.8% | 137 |
| Urban public transport | 203 | 70.1% | 47 | 16.2% | 14 | 4.80% | 26 | 9.0% | 290 |
| Road transport | 12 | 50% | 5 | 21.4% | 0 | 0.0% | 7 | 28.6% | 24 |
| Maritime transport | 52 | 17.1% | 39 | 12.9% | 21 | 7.10% | 190 | 62.9% | 302 |
| Logistics | 2 | 20.0% | 2 | 20.0% | 2 | 20.0% | 4 | 40.0% | 10 |
| Dockers | 2 | 3.6% | 34 | 64.3% | 2 | 3.60% | 15 | 28.6% | 53 |
| Fisheries | 0 | 0.0% | 2 | 25.0% | 2 | 25.0% | 4 | 50.0% | 8 |
| Inland waterways | 2 | 33.3% | 2 | 33.3% | 0 | 0.0% | 2 | 33.3% | 6 |

Table 4 shows some variations in types of violence. Across all types of violence, customers/service users are the main perpetrators, particularly for physical violence (80.4%, n = 152), threats/intimidation (75.1%, n = 386) and verbal abuse (72.6%, n = 764), highlighting the high exposure of frontline roles. However, sexual harassment shows a more mixed pattern, with customers accounting for 56.5% (n = 139) but a notably higher share involving colleagues at 27.6% (n = 68) and managers at 11.4% (n = 28) compared to other forms. Similarly, sexual assault cases are more dispersed, with 62.5% (n = 30) attributed to customers, but 20.8% (n = 10) to colleagues and 10.4% (n = 5) to managers.

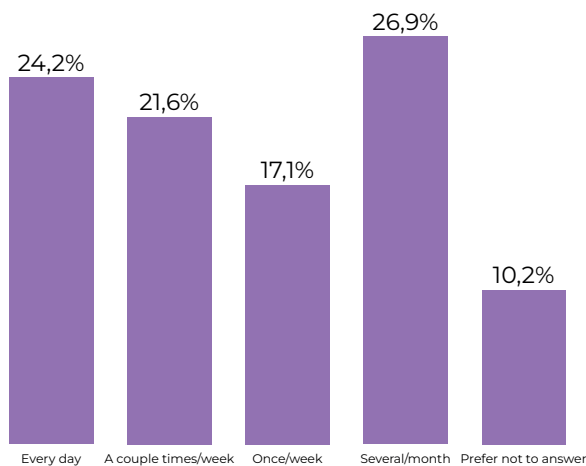
Table 4. Type of violence by perpetrator

| Type of Violence | Customer | | Colleague | | Manager | | Other | | Total |
|------------------------|----------|------|-----------|------|---------|------|-------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | |
| Verbal abuse | 764 | 72.6 | 182 | 17.3 | 71 | 6.7 | 35 | 3.3 | 1052 |
| Threats / intimidation | 386 | 75.1 | 76 | 14.8 | 34 | 6.6 | 18 | 3.5 | 514 |
| Sexual harassment | 139 | 56.5 | 68 | 27.6 | 28 | 11.4 | 11 | 4.5 | 246 |
| Physical violence | 152 | 80.4 | 20 | 10.6 | 10 | 5.3 | 7 | 3.7 | 189 |
| Sexual assault | 30 | 62.5 | 10 | 20.8 | 5 | 10.4 | 3 | 6.2 | 48 |

Frequency of violence and harassment (all types)

The data shows that violence and harassment are a frequent and routine experience for a large proportion of respondents, rather than isolated incidents. Nearly half of respondents (45.8%) experience violence and harassment at least weekly or more often, including nearly one-quarter (24.2%, n = 312) who face it every day and 21.6% (n = 278) a couple of times per week. A further 17.1% (n = 221) report experiencing it once a week, reinforcing the widespread nature of regular exposure. The largest single category is 26.9% (n = 347) who experience incidents several times per month, indicating that even those not facing weekly abuse are still encountering it repeatedly. Overall, the findings point to a high prevalence of repeated and ongoing violence and harassment, with the majority of respondents experiencing incidents at least monthly—and many on a weekly or even daily basis.

Chart 7: Frequency of violence and harassment (all types) (% of respondents, n=1029)



| Frequency | N | % |
|----------------------|-------------|---------------|
| Every day | 312 | 24.2% |
| A couple times/week | 278 | 21.6% |
| Once/week | 221 | 17.1% |
| Several/month | 347 | 26.9% |
| Prefer not to answer | 131 | 10.2% |
| Total | 1289 | 100.0% |

As the quotes below illustrate, many workers responding to the survey view violence and harassment as a regular part of the job:

VOICES OF WOMEN TRANSPORT WORKERS

“It has become part of the job to receive abuse.” (Urban Public Transport, Denmark)

“Colleagues spoke to me and apologised, but nothing changed in practice.” (Road Transport, Denmark)

“It happens so often that you get used to it and stop reacting.”

(Urban Public Transport, Denmark)

“We are expected to handle it ourselves and continue working.”

(Railways, Germany)

“It’s seen as something you just have to tolerate in this job.”

(Railways, France)



VIOLENCE AND HARASSMENT FROM COLLEAGUES, MANAGERS AND SUPERVISORS

Violence and harassment perpetrated by colleagues, managers/supervisors is not incidental but deeply entrenched in workplace hierarchies, cultures, and working conditions (the next section addresses this issue in relation to external/third-party violence and harassment from customers/service users).

While colleagues may display behaviour that reflects everyday workplace norms and sexism, violence and harassment from managers and supervisors is frequently associated with abuses of power, including coercion, intimidation, and retaliation. Their position of authority enables them to exert control over working conditions, such as shifts, contracts, and career progression, which in turn creates heightened risks of sexual harassment, bullying, and threats. Workers report that these behaviours are often linked to performance pressure, operational demands, and hierarchical management styles, with violence and harassment against women sometimes used as a tool to enforce compliance. Managers may engage in shouting, humiliation, or threats tied to performance expectations.

By contrast, colleagues are more commonly associated with everyday forms of harassment, including verbal abuse, sexist language, exclusion, and hostile behaviour. These patterns reflect broader workplace cultures in which such conduct is normalised or dismissed as part of the job, particularly in male-dominated environments. In some cases, harassment by colleagues takes on a collective dimension, with group dynamics reinforcing women's silence and discouraging reporting. Examples include unwanted comments, gestures, sexist jokes and sexual harassment or physical abuses, which are frequently minimised or trivialised within workplace cultures, contributing to hostile working environments.

These patterns vary in intensity and form across transport sectors but are underpinned by common structural factors. In urban public transport, internal harassment by colleagues and supervisors compounds the risks posed by frequent interactions with passengers, creating a layered exposure to violence and harassment. In rail, hierarchical structures and entrenched "old boys" cultures contribute to the persistence and normalisation of harassment, particularly in technical and operational roles. In aviation, strong hierarchies combined with customer-facing roles heighten vulnerabilities, especially for women, with risks linked to rostering power and informal team dynamics. In logistics and warehousing, high productivity pressures and precarious employment conditions contribute to environments in which abusive supervisory practices and harassment are more readily tolerated. In maritime and freight contexts, isolation and tightly controlled working environments further reduce accountability and increase workers' exposure to harassment.

Across all sectors, these behaviours are reinforced by a combination of power imbalances, male-dominated workplace cultures, high psychosocial risks, and weak or mistrusted reporting systems. The normalisation of gender-based violence and harassment, coupled with limited accountability for perpetrators, allows harmful behaviours by both colleagues and managers/supervisors to persist. The following quotes from workers' testimonies highlight consistent patterns of power imbalances, the normalisation of harassment, and barriers to reporting, while also reflecting sector-specific risks and working conditions.

WOMEN WORKERS' VOICES: VIOLENCE AND HARASSMENT FROM MANAGERS/SUPERVISORS

“Supervisors put constant pressure on us to keep to schedules, and if you push back, they start cutting your shifts.” (Urban Public Transport, France)

“Management uses strict hierarchy to silence complaints—challenging a supervisor is not really an option.” (Railways, Germany)

“Your roster depends on your manager, so when harassment happens, you think twice before speaking up.” (Aviation, Spain)

“Supervisors shout and intimidate workers to meet targets—it’s treated as normal in the warehouse.” (Logistics, Italy)

“If you report something, the manager often protects the colleague or ignores it completely.” (Urban Public Transport, Belgium)

“There’s a culture where managers dismiss complaints as overreaction instead of taking them seriously.” (Railways, Netherlands)

“Power sits with a few people who decide your progression, which makes it hard to challenge inappropriate behaviour.” (Aviation, Ireland)

“Managers use temporary contracts to control workers—you feel like you have no voice.” (Logistics, Poland)

“Onboard, the captain or senior officers have total authority, and there are very few checks on their behaviour.”

(Maritime, Greece)

WOMEN WORKERS' VOICES: VIOLENCE AND HARASSMENT FROM COLLEAGUES

“Sexist comments from colleagues are so common that people don’t even notice them anymore.”

(Urban Public Transport, France)

“In technical teams, it still feels like an ‘old boys’ club’ where women are not fully accepted.”

(Railways, Germany)

“There’s pressure to laugh off inappropriate jokes because you don’t want to be excluded.”

(Aviation, Spain)

“In the warehouse, harassment is often brushed off as banter, even when it crosses the line.”

(Logistics, Italy)

“If you complain about colleagues, you risk being isolated by the rest of the team.” (Urban Public Transport, Belgium)

“People see this behaviour every day, but no one intervenes”

(Railways, Netherlands)

“The environment is very male-dominated, and that shapes how women are treated at work.” (Logistics,

Poland)

SECTION 3.

VIOLENCE AND HARASSMENT FROM CUSTOMERS AND SERVICE USERS

SUMMARY

- Women working in passenger transport (road transport, urban public transport, railways and civil aviation) face particularly high exposure to violence from customers and service users due to constant passenger interaction and frontline roles, indicating a systemic occupational risk rather than isolated incidents.
- Violence is strongly gendered. Three out of four women transport workers who experienced violence believe that they are targeted more frequently by customers/service users because of their gender.
- Frequent exposure to verbal abuse, threats and sexual harassment shows that many forms of customer violence have become normalised in everyday work. In contrast, even severe forms such as physical and sexual violence still occur repeatedly for a minority of workers.
- Workers experience significant psychosocial and well-being impacts from customer/service user-perpetrated violence and harassment, leading to substantial harm.
- This section explores in more depth women workers' experiences of violence and harassment from customers/service users. As the data from this survey has shown, transport workers face high levels of exposure to third-party violence and harassment from customers/service users, particularly in road transport, urban public transport, railways and civil aviation. These sectors are characterised by high levels of passenger interaction and customer-facing roles, reinforcing the structural nature of exposure rather than isolated or individualised risk.

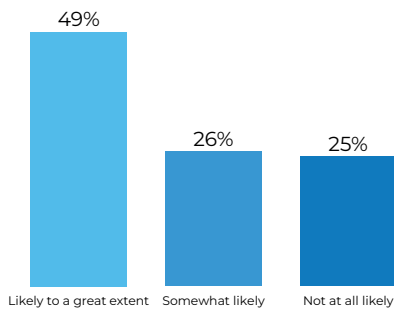
Gendered exposure to violence and harassment from customers and service users

Persistent gender inequality, unequal workplace power relations, and discriminatory attitudes are significant root/structural causes of violence and harassment from customers/service users.

Three out of four women transport workers who experienced violence believe that they are targeted more frequently because of their gender. As seen in Chart 8, the survey shows that of respondents who reported experiencing violence and harassment from customers/service users, nearly half (49%, n = 169) believe that incidents involving customers/service users are likely to occur to them (as women) more often than to other colleagues (men). Just over one-quarter (26%, n = 90) consider this somewhat likely, and one-quarter (25%, n = 86) report that this is not at all likely. These findings highlight the strong perception of gendered exposure to violence and harassment, reinforcing the role of gender stereotypes, unequal power relations, and discriminatory attitudes in shaping women workers' experiences of violence in the transport sector.

| | N | % |
|--------------------------|-----|-------|
| Likely to a great extent | 169 | 49.0% |
| Somewhat likely | 90 | 26.0% |
| Not at all likely | 86 | 25.0% |
| Total responses | 345 | 100% |

Chart 8: Perceived gender-based exposure to violence and harassment (% of respondents, n=345)



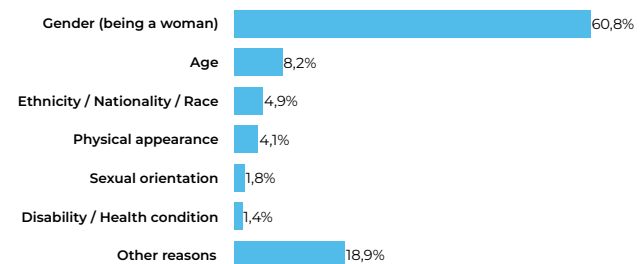
The gendered exposure to violence and harassment from customers/service users varies significantly across sectors. It is most pronounced in public-

facing transport environments (road transport (62.5%), urban public transport (61.3%), and railways (52.4%)). These results suggest unequal exposure to third-party violence and harassment, which may reflect role-specific risks, gendered dynamics, working in frontline positions, or other structural vulnerabilities within the workplace. The high proportion reporting high likelihood points to the need for targeted gender-responsive risk assessment, preventive measures, and organisational reviews to address these patterns of gendered exposure.

As Chart 9 shows, a majority of respondents (60.8%, n = 610) attribute differential exposure to violence primarily to gender, highlighting the gendered nature of workplace violence in the transport sector. Age (8.2%, n = 82) and ethnicity/nationality (4.9%, n = 49) are perceived as risk factors. Other intersectional elements such as physical appearance, sexual orientation and disability are present but less frequently cited. Open-ended responses grouped under 'Other reasons' include factors such as workplace culture and customer behaviour.

| Intersectional perspective | No. | % |
|--------------------------------|-----|-------|
| Gender (being a woman) | 610 | 60.8% |
| Age | 82 | 8.2% |
| Ethnicity / Nationality / Race | 49 | 4.9% |
| Physical appearance | 41 | 4.1% |
| Sexual orientation | 18 | 1.8% |
| Disability / Health condition | 14 | 1.4% |
| Other reasons | 190 | 18.9% |

Chart 9: Exposure to violence and harassment: an intersectional perspective (% of respondents reporting yes, n=1004)



The sectoral breakdown confirms that gender is the dominant perceived driver of differential exposure to violence across transport sectors. In all major operational sectors, a substantial proportion of respondents attribute increased risk to being a woman. This reinforces the structural and gendered nature of violence in male-dominated work environments, where customer behaviour, workplace culture and occupational segregation intersect.

WOMEN WORKERS' VOICES: GENDERED EXPOSURE TO VIOLENCE AND HARASSMENT

"When a woman is in a position of authority, customers question her legitimacy." (Other sector, Spain)

"The environment is internally male chauvinist. Younger women in particular are treated differently." (Railways, Italy)

"When problems arise with passengers, the responsibility always seems to fall back on us." (Railways, France)

"As a woman, you are tested more by customers." (Railways, Italy)

"Male colleagues are treated with more respect by passengers." (Urban Public Transport, Netherlands)

"There is still a belief that transport is a man's job." (Civil Aviation, Italy)

"We live in a patriarchal society, and there is much to change. Women are still seen as the weaker sex, and for this to change, it must start in schools, companies, and politics." (Railways, Spain)

"This is a male-dominated sector where women are entering very slowly. Violence should not be part of any job." (Railways, Spain)

Frequency of violence and harassment from customers and service users

Overall, violence and harassment from customers/service users operate on a continuum of severity and frequency, ranging from everyday verbal hostility to serious physical and sexual harm. Some forms, especially verbal abuse, happen regularly and are part of everyday working life for many respondents. Other forms, such as physical or sexual violence, are reported less often overall, but still occur repeatedly for a concerning number of workers.

As shown in Table 5, verbal abuse and harassment verbal abuse/harassment is the most frequently experienced form of violence, with over one-third reporting it sometimes (36.1%, n = 612), alongside substantial proportions experiencing it often (23.5%, n = 398) and rarely (21.0%, n = 356), and a notable share even always (11.0%, n = 187). Threats/intimidation are also relatively common, with experiences spread across categories, particularly rarely (27.9%, n = 471) and sometimes (23.8%, n = 403), while 30.3% (n = 512) report never experiencing them. By contrast, other forms of violence are less frequent and more likely to be reported as never occurring, as is the case with spitting, physical violence and sexual harassment. Overall, the findings show that while severe forms of violence are relatively rare, verbal abuse and threats are widespread and frequent, with a significant proportion of workers experiencing them regularly rather than as isolated incidents.



Table 5. Frequency of violence and harassment from customers/service users

| Type | Always | | Often | | Sometimes | | Rarely | | Never | |
|---------------------------|--------|-------|-------|-------|-----------|-------|--------|-------|-------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Verbal abuse / harassment | 187 | 11.0% | 398 | 23.5% | 612 | 36.1% | 356 | 21.0% | 142 | 8.4% |
| Spitting | 35 | 2.1% | 78 | 4.6% | 183 | 10.8% | 371 | 22.0% | 1023 | 60.5% |
| Threats / intimidation | 95 | 5.6% | 209 | 12.4% | 403 | 23.8% | 471 | 27.9% | 512 | 30.3% |
| Sexual harassment | 38 | 2.3% | 75 | 4.5% | 162 | 9.6% | 311 | 18.5% | 1098 | 65.2% |
| Physical violence | 51 | 3.0% | 109 | 6.5% | 246 | 14.6% | 402 | 23.9% | 876 | 52.0% |
| Sexual violence | 24 | 1.4% | 39 | 2.3% | 79 | 4.7% | 198 | 11.8% | 1342 | 79.8% |
| Cyber violence | 39 | 2.3% | 63 | 3.8% | 124 | 7.4% | 251 | 14.9% | 1203 | 71.6% |

The effects of violence and harassment from a customer/service user on workers' well-being

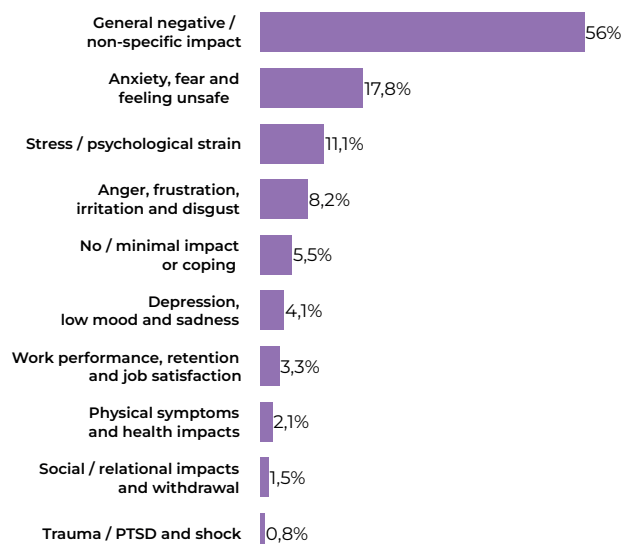
Overall, the survey points to a significant physical and psychosocial burden associated with customer-perpetrated violence and harassment. Chart 10 shows that more than half (56%, n = 602) of respondents to this question report a general negative impact on their well-being. Among clearly defined effects, the most frequently reported impacts are heightened anxiety, fear, and feeling unsafe (17.8%, n = 191), followed by stress and psychological strain (11.1%, n = 119), and anger or frustration (8.2%, n = 88). Depressive symptoms, and work-related consequences, including reduced motivation, impaired concentration and thoughts of leaving, indicate that these experiences extend beyond momentary distress. Although less frequently mentioned, physical health symptoms and trauma/PTSD demonstrate that for a significant minority, exposure results in serious and potentially long-term harm.

Customer-perpetrated harassment frequently extends beyond the workplace into workers' private lives, showing sustained psychosocial risk exposure. The cumulative nature of repeated harassment, even when individual incidents may appear minor, often results in their accumulation producing chronic psychological strain and emotional fatigue. In some cases, the explicit gender-based undermining of professional authority highlights how harassment intersects with structural gender stereotypes and male chauvinist workplace cultures. In some cases, the effects of violence and harassment result in extreme harm, demonstrating that sustained exposure can lead to serious mental health consequences. It underscores the necessity of trauma-informed and gender-responsive prevention and OSH frameworks.

| Health and wellbeing effects on workers | N | % |
|--|-----|-------|
| General negative / non-specific impact | 602 | 56% |
| Anxiety, fear and feeling unsafe | 191 | 17.8% |
| Stress / psychological strain | 119 | 11.1% |
| Anger, frustration, irritation and disgust | 88 | 8.2% |
| No / minimal impact or coping | 59 | 5.5% |
| Depression, low mood and sadness | 44 | 4.1% |
| Work performance, retention and job satisfaction | 35 | 3.3% |
| Physical symptoms and health impacts | 23 | 2.1% |
| Social/relational impacts and withdrawal | 16 | 1.5% |
| Trauma / PTSD and shock | 9 | 0.8% |

Chart 10: Effects on health and wellbeing

(% of respondents, multiple answers possible)



WOMEN WORKERS' VOICES: PSYCHOSOCIAL AND OTHER HEALTH IMPACTS

"I don't always feel safe at work or walking home after a shift. Sometimes I have nightmares..."

(Railways, Sweden)

"It makes me feel small as a woman. I have had passengers saying to me that they don't take orders from me."

(Civil Aviation, Norway)

"Anxiety from having to experience these situations almost daily. Disappointment at not being able to respond, because the customer is always right." (Railways, Spain)

"Due to ongoing bullying, I had to spend 3 months in psychiatric care because I wanted to take my life." (Railw

"They make me feel embarrassed, judged, wrong, not free to be myself... I feel constantly watched by malicious eyes." (Urban public transport, Italy)

"You go home mentally exhausted after shifts like this." (Railways, Germany)

"It stays with you long after the incident is over." (Urban Public Transport, Belgium)

"I feel more anxious now when interacting with passengers." (Civil Aviation, Italy)

"You start every shift expecting something to happen." (Railways, France)

"It affects your sleep. You replay the situation in your head." (Road Transport, Denmark)

"You feel unsafe even when nothing is happening." (Urban Public Transport, Netherlands)

"The stress builds up. It's not one incident — it's the constant repetition." (Railways, International/Multi-country)

"Fear and discomfort in my own workplace. Constant alertness and a barrier with all users." (Railways, Spain)



SECTION 4.

REPORTING VIOLENCE AND HARASSMENT FROM CUSTOMERS AND SERVICE USERS

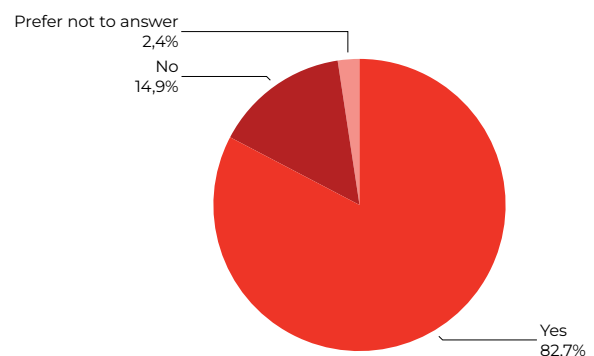
SUMMARY

- Most women workers who experience violence or harassment (80.4%) speak to someone informally rather than using formal reporting systems.
- Only about half (50.8%) of those experiencing violence or harassment from customers or service users formally reported the incident, reflecting persistent barriers such as a lack of trust and fear of negative consequences.
- Organisational responses are often weak. Among those who reported incidents, only 27.6% were satisfied with the response, with many citing a lack of action (35%) or that their complaint was not taken seriously (22%).
- Reporting rarely leads to accountability or safer workplaces, with few cases leading to investigations (36%), consequences for perpetrators (26.9%), or improvements in workplace safety (34.9%), suggesting a gap between reporting and meaningful action.
- Fear of retaliation and lack of confidence discourage reporting. Workers frequently cite lack of evidence, limited support, and fear of negative repercussions as reasons for not reporting, with some reporting retaliation, stigma, or negative employment consequences after making a complaint.

Informally talking about an incident

Women workers are more likely to disclose experiences of violence and harassment from customers/service users informally to trusted individuals rather than through formal reporting channels. Taking the most recent experience of violence and harassment, Chart 11 shows that the large majority of respondents reported informally, with 82.7% (n = 897) indicating that they had done so.

Chart 11: Informal reporting (% of respondents, n=1085)



| Informal reporting | N | % |
|--------------------|-----|-------|
| Yes | 897 | 82.7% |
| No | 162 | 14.9% |
| Prefer not | 26 | 2.4% |

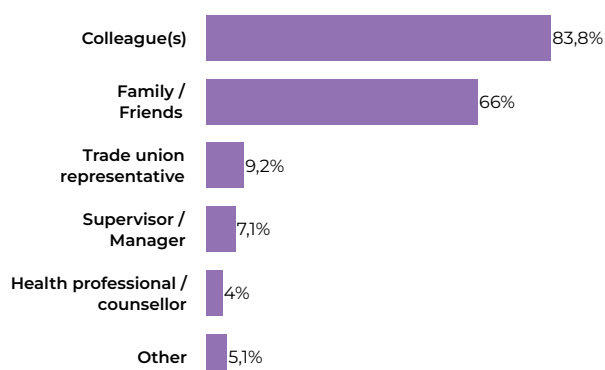
These findings suggest that informal reporting is a common response across the transport sectors, as shown in Table 6.

Table 6: Informal reporting by sector (from customer/service user) (n = 1085)

| Sector | No. | Yes | | No | | Prefer not to answer | |
|------------------------|-----|-----|-------|----|-------|----------------------|-------|
| | | N | % | N | % | N | % |
| Railways | 576 | 479 | 83.2% | 89 | 15.5% | 8 | 1.4% |
| Civil Aviation | 183 | 158 | 86.3% | 21 | 11.5% | 4 | 2.2% |
| Urban public transport | 129 | 106 | 82.2% | 20 | 15.5% | 3 | 2.3% |
| Road transport | 82 | 66 | 80.5% | 10 | 12.2% | 6 | 7.3% |
| Maritime transport | 39 | 34 | 87.2% | 4 | 10.3% | 1 | 2.6% |
| Logistics | 50 | 38 | 76.0% | 10 | 20.0% | 2 | 4.0% |
| Dockers | 23 | 15 | 65.2% | 7 | 30.4% | 1 | 4.3% |
| Inland waterways | 2 | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% |
| Fisheries | 1 | 1 | 100% | 0 | 0.0% | 0 | 0.0% |

Informal disclosure following incidents of violence or harassment is overwhelmingly peer-based. As shown in Chart 12, the majority of respondents spoke to colleagues (83.8%, n = 861), followed by family or friends (66.0%, n = 678), indicating strong reliance on personal support networks. Engagement with institutional actors at the informal stage remains limited, with fewer than one in ten speaking to trade union representatives or supervisors/managers. These findings suggest that trust and accessibility may be stronger within peer networks than within formal organisational structures. A clear message from the survey is that many workers do not report because they believe it will not lead to meaningful change.

Chart 12: Informal reporting channels (% of respondents, multiple responses possible)



| Informal reporting | No | % |
|----------------------------------|-----|-------|
| Colleague(s) | 861 | 83.8% |
| Family / Friends | 678 | 66.0% |
| Trade union representative | 94 | 9.2% |
| Supervisor / Manager | 73 | 7.1% |
| Health professional / counsellor | 41 | 4.0% |
| Other | 52 | 5.1% |

Reporting violence and harassment from customers and service users

The survey findings show that although half of the respondents who experienced violence and harassment from a customer/service user made a formal report, the responses were disappointing. As Chart 13 shows, around half of respondents reported the incident (50.4%, n = 606), while nearly one-half (46.9%, n = 564) did not, and a small number preferred not to answer (2.9%, n = 32). This indicates continuing barriers to reporting, including concerns about organisational responses, lack of trust in reporting systems, or fear of negative consequences.

Chart 13: Formal reporting of the most recent incident (% of respondents, n=1203)

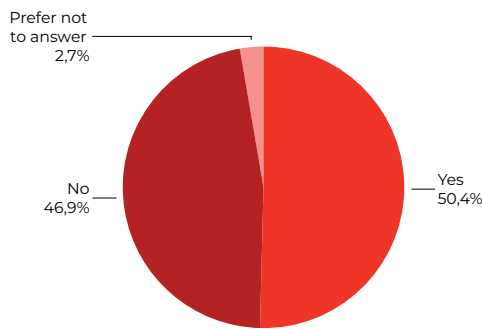


Table 7 shows that, across all transport sectors, there is systemic under-reporting, with no significant sector-specific differences.

Table 7: Formal reporting (from customer/service user) by sector

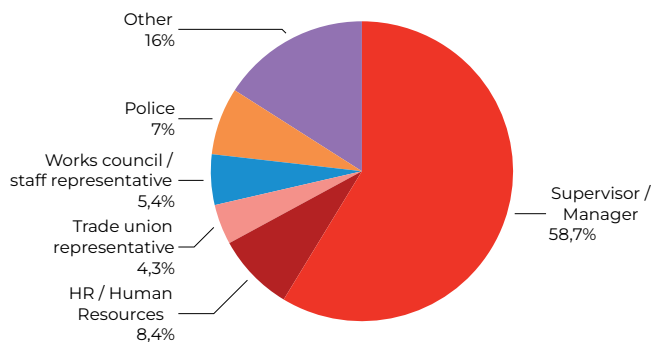
| Sector | Responses | | Yes | | No | | Prefer not to answer | |
|------------------------|-----------|-------|-----|-------|-----|-------|----------------------|------|
| | No. | % | No. | % | No. | % | No. | % |
| Railways | 557 | 51.3% | 286 | 51.3% | 257 | 46.1% | 14 | 2.5% |
| Civil Aviation | 182 | 51.1% | 93 | 51.1% | 85 | 46.7% | 4 | 2.2% |
| Urban public transport | 125 | 52.8% | 66 | 52.8% | 57 | 45.6% | 2 | 1.6% |
| Road transport | 75 | 48% | 36 | 48% | 37 | 49.3% | 2 | 2.7% |
| Maritime transport | 39 | 51.3% | 20 | 51.3% | 18 | 46.2% | 1 | 2.6% |
| Logistics | 49 | 51% | 25 | 51% | 23 | 46.9% | 1 | 2% |
| Dockers | 22 | 50% | 11 | 50% | 9 | 40.9% | 2 | 9.1% |
| Fisheries | 1 | 100% | 1 | 100% | 0 | 0% | 0 | 0% |
| Inland waterways | 2 | 0% | 0 | 0% | 1 | 50% | 1 | 50% |
| Other / not known | 151 | 45% | 68 | 45% | 77 | 51% | 6 | 4% |

Note: Variations in smaller sectors should be interpreted with caution due to low sample sizes.

Most workers who formally reported incidents did so through line management channels, as shown in Chart 14. Nearly six in ten reports were made to a supervisor or manager (58.7%, n = 420), whereas formal organisational mechanisms, such as HR departments (8.4%, n = 60) were used far less frequently. Reporting to worker representation structures, including trade union representatives (4.3%, n = 31) and works council or staff representatives (5.4%, n = 39), was relatively limited. A small proportion of cases were reported to the police, indicating low levels of escalation beyond the workplace. Notably, no respondents reported contacting a labour inspectorate or public authority, suggesting that external regulatory reporting channels for more serious cases are rarely used in practice.

Chart 14: Formal reporting channels used

(% of respondents, n=716)



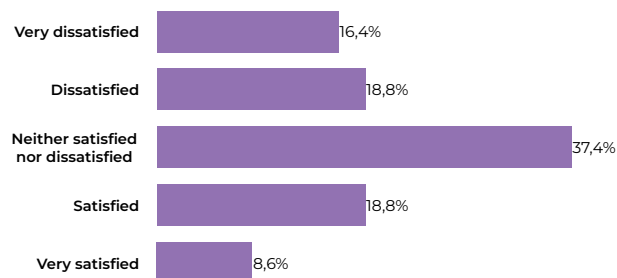
Note: Respondents could select more than one reporting channel; therefore, percentages do not sum to 100%.

| Reporting channel | N | % |
|--------------------------------------|-----|-------|
| Supervisor / Manager | 420 | 58.7% |
| HR / Human Resources | 60 | 8.4% |
| Trade union representative | 31 | 4.3% |
| Works council / staff representative | 39 | 5.4% |
| Police | 52 | 7.3% |
| Labour inspectorate / authority | 0 | 0.0% |
| Other | 114 | 15.9% |

Among those who made a formal report of an incident from customers/service users, the majority received an unsatisfactory response. As seen in Chart 15, only

small numbers of respondents reported being satisfied (18.8%, n = 113) or very satisfied (8.6%, n = 52) with the response. Just over one-third reported dissatisfaction. Over one-third of respondents with a neutral response suggests that while procedures may have been followed, but the response may not have been protective.

Chart 15 : Satisfaction with response to formal reporting (% of respondents, n=602)



| Category | No. | % |
|------------------------------------|-----|------|
| Very dissatisfied | 99 | 16.4 |
| Dissatisfied | 113 | 18.8 |
| Neither satisfied nor dissatisfied | 225 | 37.4 |
| Satisfied | 113 | 18.8 |
| Very satisfied | 52 | 8.6 |

Across all sectors, Table 8 shows that responses are broadly similar, with relatively high levels of dissatisfaction or neutral responses as the most common factor reported.

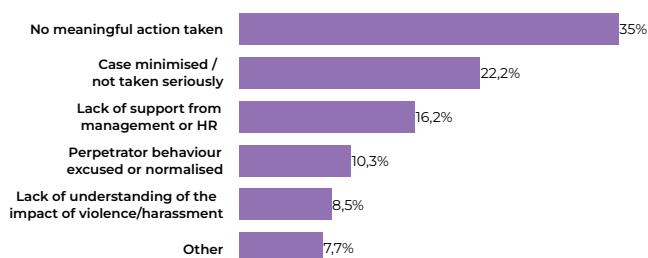
Table 8: Satisfaction with response to reporting by sector

| Sector | No. | Very dissatisfied | | Dissatisfied | | Neutral | | Satisfied | | Very satisfied | |
|------------------------|-----|-------------------|-------|--------------|-------|---------|-------|-----------|--------|----------------|-------|
| | | No. | % | No. | % | No. | % | No. | % | No. | % |
| Railways | 307 | 52 | 16.9% | 59 | 19.2% | 116 | 37.8% | 57 | 18.6% | 23 | 7.5% |
| Civil Aviation | 87 | 13 | 14.9% | 15 | 17.2% | 35 | 40.2% | 18 | 20.75% | 6 | 6.9% |
| Urban public transport | 63 | 10 | 15.9% | 12 | 19% | 23 | 36.5% | 13 | 20.6% | 5 | 7.9% |
| Road transport | 38 | 5 | 13.2% | 8 | 21.1% | 14 | 36.8% | 6 | 15.8% | 5 | 13.2% |
| Maritime transport | 20 | 2 | 10% | 4 | 20% | 8 | 40% | 3 | 15% | 3 | 15% |
| Logistics | 19 | 2 | 10.5% | 4 | 21.1% | 6 | 31.6% | 4 | 21.1% | 3 | 15.8% |
| Dockers | 12 | 2 | 16.7% | 2 | 16.7% | 5 | 41.7% | 2 | 16.7% | 1 | 8.3% |
| Other / not known | 56 | 10 | 17.9% | 10 | 17.9% | 20 | 35.7% | 10 | 17.9% | 6 | 10.7% |

As shown in Chart 16, of the 117 respondents, the most common reason for dissatisfaction with reporting was the perception that no meaningful action was taken following the report (35%, n = 41). Many respondents also felt that their complaint was minimised or not taken seriously (22%, n = 26). Other responses highlighted a lack of support from management or HR and the normalisation of abusive behaviour.

Chart 16: Reasons for dissatisfaction with response

(% of respondents, n=117)



| Reason | No. | % |
|--|-----|-------|
| No meaningful action taken | 41 | 35.0% |
| Case minimised/ not taken seriously | 26 | 22.2% |
| Lack of support from management or HR | 19 | 16.2% |
| Perpetrator behaviour excused or normalised | 12 | 10.3% |
| Lack of understanding of the impact of violence/harassment | 10 | 8.5% |
| Other | 9 | 7.7% |

Overall, the survey findings show a gap between informal and formal reporting of violence and harassment across the transport sector. A large majority of respondents indicated that they had informally discussed incidents, while only around half reported incidents through formal workplace mechanisms. This gap highlights that although workers are willing to share their experiences, significant barriers remain to formal reporting. The results suggest that workplace reporting systems may not be sufficiently accessible, trusted, or effective. While incidents are widely disclosed informally, many are not escalated within formal organisational channels. This highlights the importance of strengthening reporting procedures, improving trust in management responses, and ensuring that workers feel safe and supported when reporting incidents.

Outcomes of reporting

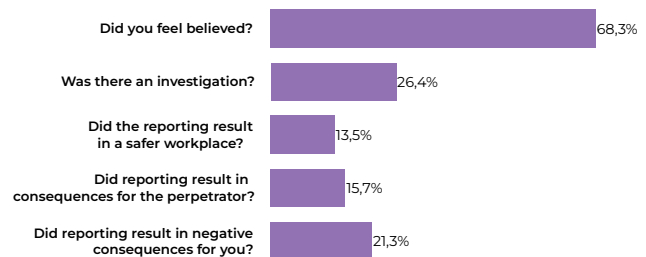
The findings reveal a significant gap between the initial response to reporting and the subsequent organisational actions taken. As Chart 17 shows, a large majority of respondents (68.3%, n = 513) reported feeling believed when they reported incidents of violence or harassment. However, it is notable that nearly one-quarter (22.4%, n = 168) did not feel believed. This suggests that, at least at the first stage of disclosure, many workers perceive that their complaints are acknowledged or taken seriously by the recipients of the report. The survey results indicate that this initial recognition does not consistently translate into effective follow-up measures. Only just over one-quarter (26.4%, n = 147) of respondents reported that an investigation took place, while over one-half (55.6%, n = 379) stated that no investigation occurred, and 5.6% (n = 31) were unsure whether an investigation took place. This indicates that many reported incidents may not progress to an investigation, which is a vital step in the complaints handling process.

Similarly, relatively few respondents reported that their complaints led to improvements in workplace safety. Only 13.5% (n = 96) of respondents said that their complaint led to a safer workplace, whereas 74.1% (n = 526) did not, and 12.4% (n = 88) were

unsure. This strongly suggests that the reporting process frequently fails to produce tangible outcomes such as preventive outcomes or changes in workplace conditions. Accountability for perpetrators was also found to be limited. Only 15.7% (n = 83) of respondents reported that the perpetrator faced consequences, compared with the majority (78.6%, n = 415) who stated that there were no consequences for their actions, while 5.7% (n = 30) did not know. The absence of consequences for perpetrators may weaken the deterrent effect of reporting mechanisms and contribute to continued risks of violence and harassment. A failure to hold perpetrators accountable can undermine workers' trust in reporting systems and discourage them from reporting in the future. At the same time, a notable proportion of respondents (21.3%, n = 151) reported negative consequences for themselves, highlighting potential risks of retaliation, workplace tensions, or other adverse outcomes for complainants.

Chart 17: Outcomes of official reporting

(% of respondents responding yes, multiple responses possible)



| Outcome of official reporting | Yes | | No | | Prefer not to answer | |
|---|-----|------|-----|------|----------------------|------|
| | No. | % | No. | % | No. | % |
| Did you feel believed? | 513 | 68.3 | 168 | 22.4 | 70 | 9.3 |
| Was there an investigation? | 147 | 26.4 | 379 | 68 | 31 | 5.6 |
| Did the reporting result in a safer workplace? | 96 | 13.5 | 526 | 74.1 | 88 | 12.4 |
| Did reporting result in consequences for the perpetrator? | 83 | 15.7 | 415 | 78.6 | 30 | 5.7 |
| Did reporting result in negative consequences for you? | 151 | 21.3 | 489 | 68.9 | 70 | 9.9 |

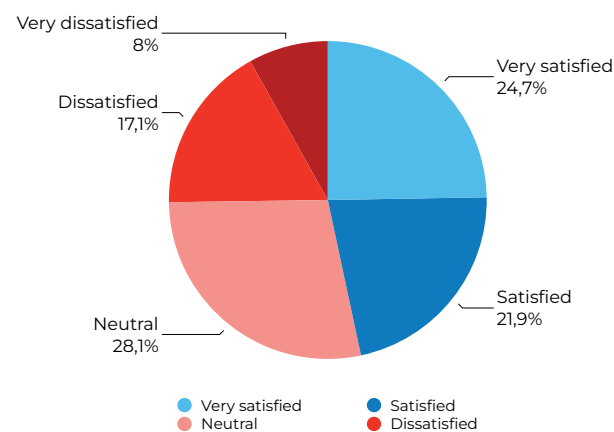
The survey findings suggest that while workers may initially be believed when reporting incidents, organisational systems often fail to translate reporting into investigation, accountability, or meaningful

improvements in workplace safety. The results also raise concerns about possible retaliation or negative repercussions for those who report, which may discourage future reporting and undermine trust in reporting mechanisms. Strengthening investigative procedures, ensuring consequences for perpetrators, and protecting complainants from negative repercussions appear critical for improving the effectiveness and credibility of workplace reporting systems.

Reporting to a trade union

Among the 356 respondents who reported an incident to a trade union representative, Chart 18 shows that nearly half (46.6%) were very satisfied or satisfied with the response, indicating a positive experience with trade union representatives. However, one quarter (25.2%) reported dissatisfaction, and 28.1% gave a neutral response. Of the 117 respondents who provided reasons for dissatisfaction, the primary issue identified was lack of follow-up or action, reinforcing the importance of ensuring better trade union awareness, responses, information and advocacy.

Chart 18: Satisfaction with response from a trade union representative (% of respondents, n=365)



| Satisfaction Level | No. | % |
|--------------------|-----|-------|
| Very satisfied | 88 | 24.7% |
| Satisfied | 78 | 21.9% |
| Neutral | 100 | 28.1% |
| Dissatisfied | 61 | 17.1% |
| Very dissatisfied | 29 | 8.1% |

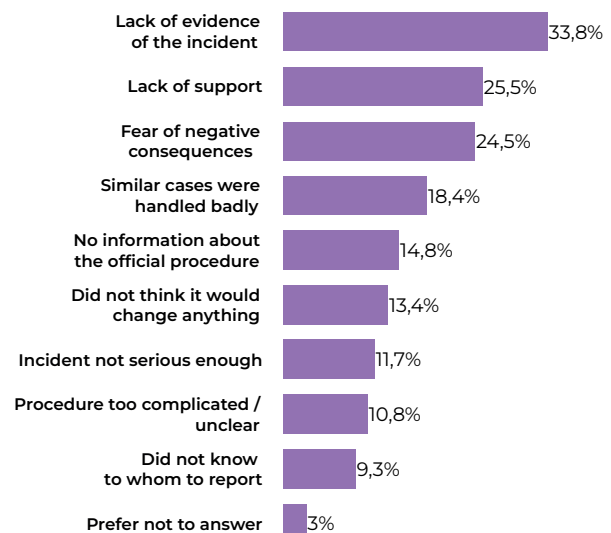
These findings have important implications for trade unions in ensuring that their representatives are trained to receive reports and act on them effectively.

Reasons for not reporting an incident

A range of reasons is given for not reporting a customer or service user's violence or harassment. Chart 19 shows the most frequently cited reasons for not reporting. They include a perceived lack of evidence for just over one-third of respondents (33.8%, n = 301), followed by lack of support for one-quarter (25.5%, n = 227) and fear of negative consequences for nearly one-quarter (24.5%, n = 218). Trust-related concerns are also prominent, with 18.4% (n = 164) stating that similar cases were handled badly. Procedural barriers remain significant, including a lack of information about the official procedure (14.8%, n = 132), uncertainty about whom to report to (9.3%), perceptions that procedures are too complicated (10.8%, n = 96) and not knowing who to report to (9.3%, n = 83). These survey findings suggest that under-reporting is connected to limited confidence in organisational systems and fear and experience of adverse

Chart 19: Reasons for not reporting

(% of respondents, multiple responses possible)



| Reason for not reporting | No. | % |
|---|-----|-------|
| Lack of evidence of the incident | 301 | 33.8% |
| Lack of support | 227 | 25.5% |
| Fear of negative consequences | 218 | 24.5% |
| Similar cases were handled badly | 164 | 18.4% |
| No information about the official procedure | 132 | 14.8% |
| Did not think it would change anything | 119 | 13.4% |
| Incident not serious enough | 104 | 11.7% |
| Procedure too complicated / unclear | 96 | 10.8% |
| Did not know to whom to report | 83 | 9.3% |
| Prefer not to answer | 27 | 3.0% |

Women workers' voices: Experiences of reporting violence and harassment

Women workers made a wide range of comments about the consequences of official reporting, including many that highlight retaliation or punitive measures, impacts on jobs or contracts, such as altered shifts, reduced hours, transfers, or threats to job security, suggesting material employment consequences connected to reporting. Some witnessed an escalation of bullying or harassment. Social withdrawal, exclusion, or being ignored after reporting represented other forms of informal retaliation and psychological harm.

These findings reinforce concerns regarding secondary victimisation and retaliation risks within workplace reporting systems. Added to this, some respondents gave accounts of humiliation, rumours, blame, or reputational harm, indicating that reporting may expose workers to harm and stigma in the workplace.



WOMEN WORKERS' EXPERIENCES OF FORMAL REPORTING

"No information about the official procedure (to whom, when and what to report), lack of evidence of the incident, fear of negative consequences, lack of support, similar cases were mishandled." (Civil Aviation, Greece)

"There are no clear reporting procedures. Similar cases were handled badly."

(Railways, International/Multi-country)

"I would not be believed. There is no clear information about the official procedure."

(Railways, Belgium)

"They would not believe me. There is no information about the official procedure (who, when and what to report), lack of evidence, fear of negative consequences, lack of support, and similar cases were not resolved." (Civil Aviation, Croatia)

"There is no information about the official procedure and what steps should be taken."

(Logistics, Germany)

"Similar cases were treated badly before, so I didn't expect anything different."

(Railways, Austria)

"Complaints disappear into the system without any feedback." (Logistics, Germany)

"There is no clear guidance on who is responsible for handling these cases." (Civil Aviation, Italy)

(Civil Aviation, Italy)

WOMEN WORKERS' VOICES: NEGATIVE CONSEQUENCES FROM FORMAL REPORTING

"I was judged negatively by almost the entire team. I was made to feel like a troublemaker." (Railways, Austria)

"I was questioned by my manager, as if reporting meant I was causing problems." (Railways, Sweden)

"They laughed at me and justified the perpetrator's behaviour." (Logistics, International/ Multi-country)

"After reporting, colleagues avoided me." (Railways, Austria)

"Management made me feel like I was exaggerating." (Railways, Sweden)

"The focus shifted to my behaviour rather than the passenger's." (Road Transport, France)

"Every reported case should be taken seriously, sanctions imposed against the perpetrator, the police contacted, and the client placed on a blacklist and banned from further travel." (Civil Aviation, Croatia)

"Since his superiors had gently pointed out his behaviour to him, but it was simply a case of 'that's not right, stop it,' and since this dispatcher knows that no one will say anything more to him because he is 'indispensable,' he continues to harass

people more and more, since he faces no consequences. In my case, it became so psychologically destructive that I resigned."

(Other..., Luxembourg)

"I was isolated from my colleagues, bullied, eventually used only to make photocopies, and transferred from one department to another with a string of disciplinary measures." (Railways, Italy)

"I have to make less 'fuss' if I want to keep my job" (Maritime transport, Norway)

"He did not lose his job. They didn't have the balls, actually, to do anything about him. Now he is harassing other women at work." (Railways, Norway)

"Being questioned by my manager, since it means more work for them. They want us to "back away from every risk". If anything happens, they blame us." (Railways, Sweden)

"Nothing happened, actually. My supervisor didn't even talk with me about it." (Railways, Finland)

"A male colleague had to shadow me for a whole day, trying to identify why men are interested in me/what I do to allure the men. He was instructed to listen to how I speak and what I say, and to look at how I moved/ stood when interacting with customers, and so on. It was humiliating and ridiculous. I was furious, and so was the man ordered to watch me. But we could do nothing." (Railways, Sweden)

SECTION 5.

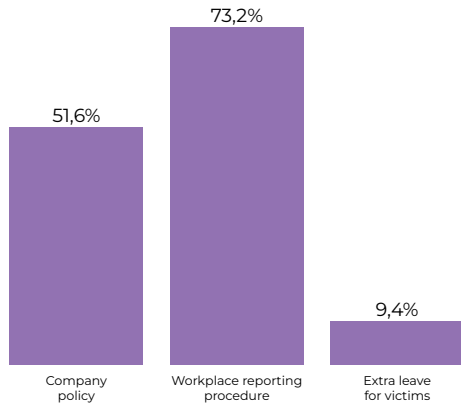
COMPANY POLICIES, PREVENTION AND REPORTING PROCEDURES ON VIOLENCE AND HARASSMENT FROM CUSTOMERS AND SERVICE USERS

SUMMARY

- There is limited awareness of company policies, with only 39.6% of respondents reporting that their workplace has a policy to prevent violence and harassment from customers or service users. In comparison, 38.2% did not know if such a policy exists, suggesting significant gaps in communication and visibility of preventive measures.
- Reporting procedures are more visible than prevention policies. While 58.8% of respondents were aware of workplace reporting procedures, a large proportion (28.2%) did not know whether such procedures exist, indicating that awareness of and access to reporting systems remain uneven.
- Support for victims is limited, with very few respondents (6.3%) reporting that their company provides extra leave for victims of violence or harassment, while most workers either state that no such provision exists or that they are unaware of it, highlighting major gaps in victim support.
- Preventive measures are uneven and often operational in nature. The most common company measures include de-escalation training, reporting procedures, and alarm systems; 14.3% of respondents reported that their company does nothing to create a safer workplace and psychological support for victims remains limited.
- Company policies in preventing violence and harassment from customers and service users

Chart 20 shows the policies and procedures in respondents' workplaces, covering company policies, workplace reporting procedures, and extra leave for victims of violence and harassment by customers/ service users.

Chart 20: Company policies, reporting procedures and paid leave (% of respondents reporting yes)



| Measure | Yes | | No | | Don't know | | Prefer not to answer | | Total |
|-------------------------------|-----|-------|-----|-------|------------|-------|----------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | |
| Company policy | 501 | 51.6% | 244 | 25.2% | 195 | 20.1% | 30 | 3.1% | 970 |
| Workplace reporting procedure | 748 | 73.2% | 147 | 14.4% | 113 | 11.1% | 14 | 1.4% | 1022 |
| Extra leave for victims | 80 | 9.4% | 451 | 53.2% | 307 | 36.2% | 9 | 1.1% | 847 |

Regarding the company policy, while half of the respondents (51.6%, n = 501) reported that a policy exists, one quarter (25.2%, n = 244) reported that there was no policy, and 20.1% (n = 30) did not know whether one was in place. The high proportion of 'don't know' responses suggests significant gaps in communication, awareness, or visibility of preventive policies, potentially limiting their effectiveness as workplace safety tools. Responses to whether the company has a workplace reporting procedure for incidents of violence or harassment from customers or service users show that over half (73.2%, n = 748) of respondents stated that such a procedure exists. In comparison, one in 10 (11.1%, n = 113) did not know if a procedure exists. It is worth noting that while just over half of respondents reported that their company has a policy to prevent violence or harassment by customers/service users, a higher proportion knew of a workplace reporting procedure. This suggests that formal reporting channels may be more visible than broader preventive policy frameworks.

A very small number of respondents reported that the company policy allows for extra leave for victims of violence or harassment from customers/ service users. Only 9.4% (n = 80) stated that extra leave exists, compared to more than half (52.3%, n = 451) who stated that extra leave did not exist, and over one-third (36.2%, n = 307) who did not know if it existed or not. These survey findings highlight

that it is not typical for companies to provide extra leave for victims of violence and harassment, and this remains a major gap in support for workers who have experienced harm and may instead need to take sick leave.

Among the small number of respondents who reported that their company offers extra leave, 18.9% (n = 75) indicated that the leave had been negotiated as part of a collective agreement. In comparison, 68.3% (n = 271) indicated that it had not, and 4.5% (n = 18) did not know.

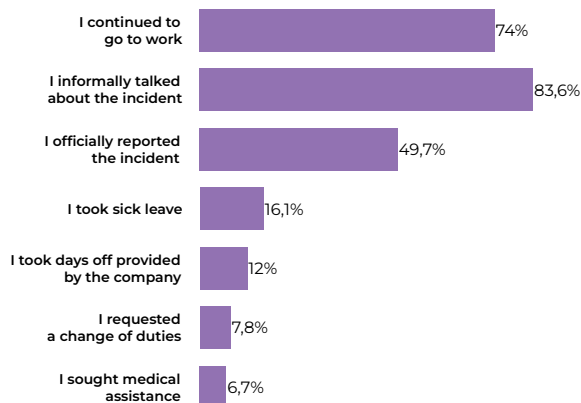
The survey findings suggest that while some companies provide extra leave for victims of violence or harassment, this support is not consistently anchored in collective bargaining agreements. Embedding victim/survivor-support measures within collective agreements can strengthen accountability and ensure better protection across the workforce. These findings, therefore, highlight the important role of social dialogue and trade union engagement in formalising and sustaining workplace support mechanisms. From an occupational safety and health (OSH) perspective, paid leave and related support measures form part of a broader duty to prevent harm and mitigate risks arising from violence and harassment. ILO C190 recognises violence and harassment as a workplace risk requiring preventive, protective, and remedial measures.

What respondents did after an incident of violence and harassment

Women workers experiencing violence and harassment did various things after an incident. In Chart 21, of the 1229 responses, the vast majority (74%, n = 909) continued to go to work after experiencing violence or harassment. One in eight (83.6%, 1027) stated that they informally talked to someone about the incident, reinforcing earlier findings regarding reliance on family and peer networks. Nearly half (49.7%, n = 611) officially reported the incident. The use of other supports, such as sick leave (16.1%) or seeking medical assistance (6.7%), remains relatively limited.

For those workers that reported that they had taken paid leave provided by the company, the majority stated that they took between 1 and 3 days.

Chart 21: Action taken after an incident of violence/harassment (%)



| Action taken by respondents after an incident | No. | % |
|---|------|-------|
| I continued to go to work | 909 | 74.0% |
| I informally talked about the incident | 1027 | 83.6% |
| I officially reported the incident | 611 | 49.7% |
| I took sick leave | 198 | 16.1% |
| I took days off provided by the company | 147 | 12.0% |
| I requested a change of duties | 96 | 7.8% |
| I sought medical assistance | 82 | 6.7% |
| Other | 54 | 4.4% |

Note: This question allowed for multiple responses, which means that % do not add up to 100%.

VOICES OF WOMEN WORKERS REGARDING TAKING TIME OFF

“No one granted any days off — the employee was left alone with the problem — there was no legal support.” (Paid Parking Zone Controller, Poland)

“I continued to go to work, I took days off provided by the company.” (Road transport, Sweden)

“I took sick leave, I started to look for another job.” (Maritime transport, Norway)



VOICES OF WOMEN WORKERS REGARDING WHAT THEY DID AFTER FORMAL REPORTING

“I continued to go to work, contacted the union to help me find a lawyer.” (Maritime transport, Norway)

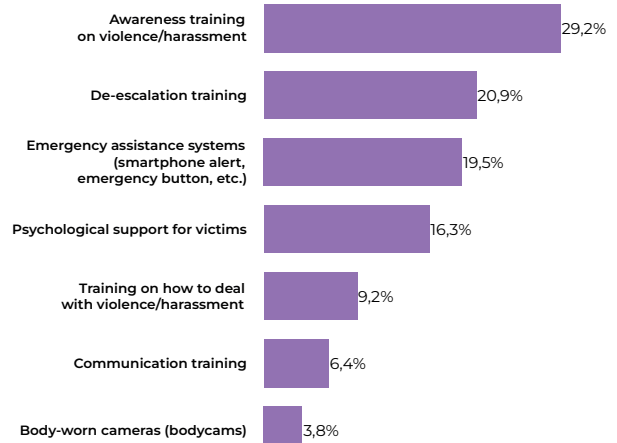
“I continued to go to work. I told the manager that, as always, he was doing nothing to improve the situation and that we should improve customer management...” (Other, Italy)

Company measures to prevent violence and harassment from customers and service users

Regarding measures taken by companies to improve safety, Chart 22 shows that the most frequently reported company measures include awareness training on violence and harassment (29.2%, n = 372), de-escalation training (20.9%, n = 266), and alarm or call-for-help systems (19.5%, n = 249), indicating a focus on operational and incident-response mechanisms. Security presence and CCTV are also commonly cited. Psychological support for victims remains comparatively limited (16.3%, n = 208), suggesting potential gaps in survivor-centred support and follow-up measures. A smaller proportion of respondents report communications training, and technological or security measures such as emergency assistance systems or body-worn cameras.

Chart 22: Measures taken by companies to improve safety

(% of respondents, n=1274)



| Company measure to achieve a safer workplace | N | % |
|---|-----|-------|
| Awareness training on violence/harassment | 372 | 29.2% |
| De-escalation training | 266 | 20.9% |
| Emergency assistance systems (smartphone alert, emergency button, etc.) | 249 | 19.5% |
| Psychological support for victims | 208 | 16.3% |
| Training on how to deal with violence/harassment | 117 | 9.2% |
| Communication training | 82 | 6.4% |
| Body-worn cameras (bodycams) | 48 | 3.8% |



SECTION 6.

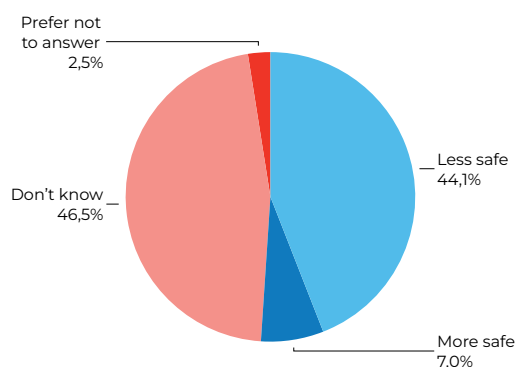
SAFETY AT WORK

SUMMARY

- Workplace safety is widely perceived to be deteriorating, with over half of respondents reporting that safety has worsened in recent years.
- Deteriorating safety is primarily linked to rising customer aggression and organisational pressures, including staff shortages, poor work organisation, and worsening working conditions.
- Where improvements are reported, they are mainly associated with security and preventive measures, including security staff, operational adjustments, and clearer policies or procedures addressing violence and harassment.
- A majority of respondents perceive that workplace safety has deteriorated in recent years, and a substantial proportion have considered leaving the sector as a result of violence and harassment.
- Respondents highlight gender stereotypes, a male-dominated workplace culture and normalisation of violence as “part of the job.”

Regarding workers' perceptions of changes in workplace safety, Chart 23 shows that nearly half of the 1265 respondents to this question (44.1%, n = 558) report that workplace safety has deteriorated in recent years, while only 7.0% (n = 88) believe that safety has improved. A further 46.5% (n = 588) were unsure, suggesting that, where improvements exist, they may not be clearly visible or consistently implemented across workplaces. Overall, the results indicate a strong perception of declining safety in the transport sector in recent years, reinforcing concerns raised elsewhere in the survey regarding high exposure to violence and harassment in customer-facing roles.

Chart 23: Workers' perception of changes in workplace safety in recent years (% of respondents, n=1265)



| Category | N | % |
|----------------------|-----|-------|
| Less safe | 558 | 44.1% |
| More safe | 88 | 7.0% |
| Don't know | 588 | 46.5% |
| Prefer not to answer | 31 | 2.5% |

Across transport sectors, Table 9 shows that perceptions of safety are generally characterised by either a sense of deterioration or high levels of uncertainty, with relatively little evidence of improvement in recent years. Overall, across most sectors, the proportion of respondents who perceive safety as improving remains consistently low, often below 10%. This reinforces the broader picture that gains in safety are either limited or not widely perceived by workers.

Table 9: Perceptions of changes in safety, by sector

| Sector | More safe | | Less safe | | I don't know | | Prefer not to answer | |
|------------------------|-----------|-------|-----------|-------|--------------|-------|----------------------|------|
| | No. | % | No. | % | No. | % | No. | % |
| Railways | 28 | 5.1% | 327 | 59.0% | 189 | 34.1% | 10 | 1.8% |
| Civil Aviation | 25 | 12.3% | 92 | 45.1% | 79 | 38.7% | 8 | 3.9% |
| Urban public transport | 6 | 3.6% | 58 | 35.2% | 99 | 60% | 2 | 1.2% |
| Road transport | 4 | 5.1% | 25 | 31.6% | 49 | 62% | 1 | 1.3% |
| Maritime transport | 15 | 33.3% | 3 | 6.7% | 23 | 51.1% | 4 | 8.9% |
| Logistics | 5 | 11.4% | 8 | 18.2% | 30 | 68.2% | 1 | 2.3% |
| Dockers | 0 | 0.0% | 1 | 4.5% | 21 | 95.5% | 0 | 0.0% |
| Inland waterways | 0 | 0.0% | 2 | 100% | 0 | 0.0% | 0 | 0.0% |
| Fisheries | 0 | 0.0% | 1 | 50% | 1 | 50% | 0 | 0.0% |

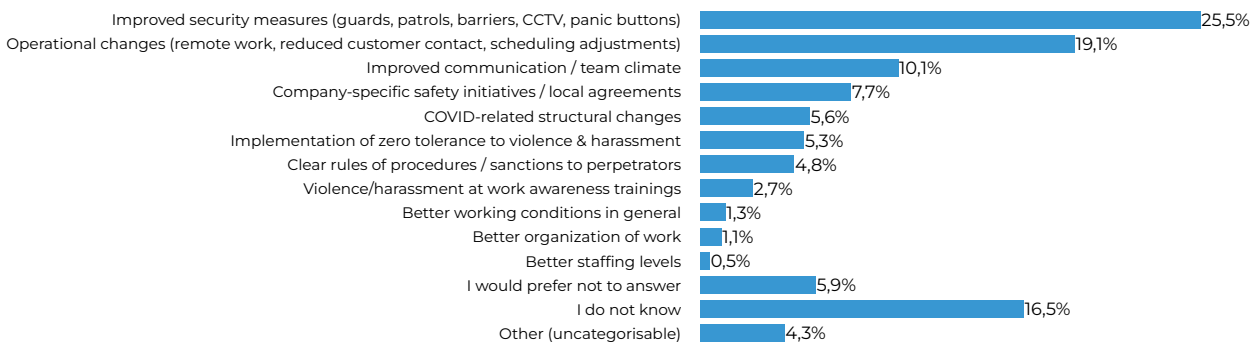
The strongest negative perceptions are found in railways, where a majority of respondents (59.0%, n = 327) report feeling less safe, compared with just 5.1% (n = 28) who feel more safe. A similar, though less pronounced, pattern is found in civil aviation, where 45.1% (n = 92) perceive a decline in safety, while only 12.3% (n = 25) report improvements. These findings suggest that in the most visible and passenger-facing sectors, there is a widespread perception that safety conditions have worsened. In contrast, several sectors show high levels of uncertainty. In urban public transport (60.0%, n = 99), road transport (62.0%, n = 49), and logistics (68.2%, n = 30), the majority of respondents indicate that they do not know whether safety has improved or deteriorated. This uncertainty is even more pronounced among dock workers, where 95.5% (n = 21) report not knowing. Such patterns may indicate uneven experiences of safety, limited communication about safety measures, or limited visibility into changes in working conditions. Maritime transport (based on a small sample) stands out as the only sector where perceptions are more positive than negative: 33.3% (n = 15) of respondents report feeling safer, compared with just 6.7% (n = 3) who feel less safe. In comparison, over half (51.1%, n = 23) remain uncertain, suggesting that improvements may not be experienced or recognised uniformly.

Factors contributing to improved and deteriorating safety

IMPROVEMENTS IN SAFETY

Among 396 respondents who perceive that workplace safety has improved, the main issues relate to measures introduced by employers, such as operational and security-focused measures, rather than structural workforce reform. Chart 24 shows that improved security measures (25.5%, n = 96) and operational adjustments such as remote work or reduced customer contact (19.1%, n = 72) are most frequently cited. Organisational changes, including the implementation of zero-tolerance policies for violence and harassment and clearer procedures with sanctions, are less prominent. However, structural improvements, such as better staffing levels or improved work organisation, are rarely cited as contributing to improved safety.

Chart 24: Reasons for increase in safety (% of respondents, multiple responses possible)



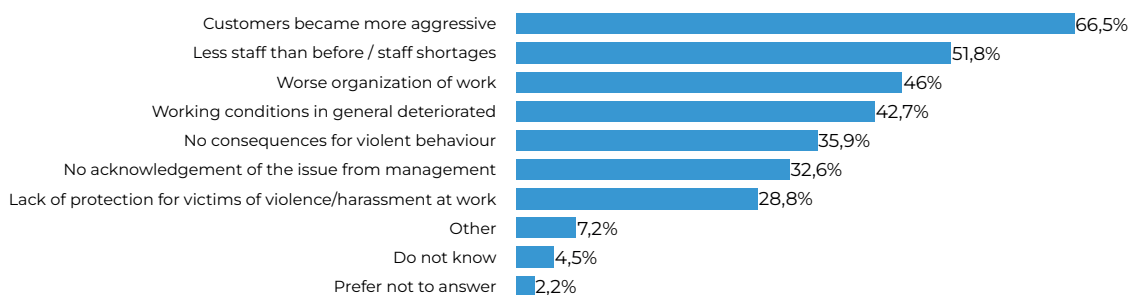
Note: this question had a very large number of 'other' responses, which have been analysed and classified in the Chart.

DETERIORATING SAFETY

Overall, the survey findings indicate that workers perceive deteriorating safety to be the result of both external and internal factors. Chart 25 highlights the factors that respondents identify as reasons for deteriorating safety. The most significant is increased aggression from customers or service users, cited by two-thirds of respondents (66.5%, n = 568). This is followed by staff shortages, which are also seen as a major contributing factor (51.8%, n = 438), suggesting that reduced staffing levels may increase stress, workload pressures, and workers' exposure to difficult situations. Nearly half of respondents link the problem to worsening organisation of work (46.0%, n = 389) and a general deterioration in working conditions (42.7%, n = 361), pointing to structural workplace issues rather than isolated incidents. A large number also highlight institutional and organisational failings, including the perception that there are no consequences for perpetrators of violent behaviour (35.9%, n = 304) and that management insufficiently acknowledges the issue (32.6%, n = 276). Over one-quarter of respondents (28.8%, n = 244) report a lack of protection for victims of violence and harassment, reinforcing concerns about inadequate support and response mechanisms.

| Reason | No. | % |
|---|-----|-------|
| Improved security measures (guards, patrols, barriers, CCTV, panic buttons) | 96 | 25.5% |
| Operational changes (remote work, reduced customer contact, scheduling adjustments) | 72 | 19.1% |
| Improved communication / team climate | 38 | 10.1% |
| Company-specific safety initiatives / local agreements | 29 | 7.7% |
| COVID-related structural changes | 21 | 5.6% |
| Implementation of zero tolerance to violence & harassment | 20 | 5.3% |
| Clear rules of procedures/ sanctions to perpetrators | 18 | 4.8% |
| Violence/harassment at work awareness trainings | 10 | 2.7% |
| Better working conditions in general | 5 | 1.3% |
| Better organization of work | 4 | 1.1% |
| Better staffing levels | 2 | 0.5% |
| I would prefer not to answer | 22 | 5.9% |
| I do not know | 62 | 16.5% |
| Other (uncategorisable) | 16 | 4.3% |

Chart 25: Reasons for deteriorating safety (% of respondents, multiple responses possible)



| Reason | No. | % |
|--|-----|-------|
| Customers became more aggressive | 563 | 66.5% |
| Less staff than before / staff shortages | 438 | 51.8% |
| Worse organization of work | 389 | 46.0% |
| Working conditions in general deteriorated | 361 | 42.7% |
| No consequences for violent behaviour | 304 | 35.9% |
| No acknowledgement of the issue from management | 276 | 32.6% |
| Lack of protection for victims of violence/ harassment at work | 244 | 28.8% |
| Other | 61 | 7.2% |
| Do not know | 38 | 4.5% |
| Prefer not to answer | 19 | 2.2% |

The findings show a clear imbalance between factors that improve safety and those that worsen it in the workplace. Respondents who reported improvements most frequently attributed these changes to preventive organisational measures, particularly the implementation of zero-tolerance policies on violence and harassment and awareness-raising or training initiatives. Improvements were also linked to clear procedures and sanctions for perpetrators, as well as some references to better working conditions, improved work organisation, and higher staffing levels. These results suggest that formal policies, training, and clearer accountability mechanisms can help strengthen perceptions of workplace safety.

However, the reasons given by respondents who reported that safety has deteriorated are both more numerous and more structural in nature. The most frequently cited factor is that customers/service users have become more aggressive, highlighting the growing challenge of third-party violence and harassment in the transport sector. Other commonly reported drivers include staff shortages, worsening working conditions, and lack of consequences for violent behaviour, suggesting that organisational and systemic pressures are undermining workplace safety. Respondents also frequently identified lack of protection for victims and insufficient recognition of the problem by management, pointing to gaps in institutional responses to violence and harassment.

Many of the responses given are multifaceted and interconnected, pointing to broader societal shifts, including rising aggression and disrespect

toward transport workers, particularly since the COVID-19 pandemic. This is closely connected to workers' experiences of declining safety, attributed to understaffing and increased workload. Reduced workforce capacity appears to heighten vulnerability, particularly in lone or late-night work settings. Where security personnel or patrols were reduced, workers perceived a reduction in deterrence, while the removal of visible security measures was frequently associated with increased exposure to aggression. In addition, perceived impunity for perpetrators was frequently cited as a factor in worsening safety. When meaningful consequences do not follow incidents, workers report reduced confidence in complaint mechanisms and in prevention and protection mechanisms.

VOICES OF WOMEN WORKERS

"My company does nothing to achieve a safer workplace. There is an official protocol, but as far as I know, nobody does anything about it. As a member of the works council, I have never experienced a single incident being reported." (Logistics, Netherlands)

"Society is becoming increasingly aggressive... security has deteriorated."

(Railways, Bulgaria).

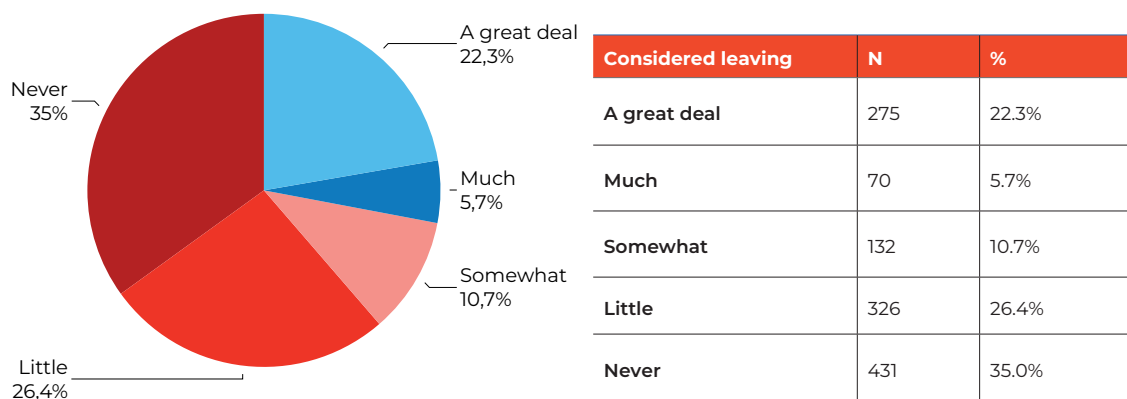
Workers who have considered leaving their jobs because of violence and harassment

A notable proportion of respondents reported having considered leaving the transport sector. This is a serious issue for sectors already facing recruitment difficulties and skills shortages. The normalisation of violence risks accelerates staff turnover and deters new entrants, and requires strategies that promote long-term workforce sustainability and safety.

Across 1234 responses, Chart 26 shows that nearly two-thirds (65.1%, n = 803) of respondents have considered leaving the transport sector, at least to some extent. Chart 25 breaks this down by respondents who stated a great deal (13.5%, n = 275),

much (5.7%, n = 70), somewhat (10.7%, n = 132) and little (26.4%, n = 326). Just over one-third (35%, n = 431) said they had never thought about leaving.

Chart 26: Workers considering leaving your job because of violence and harassment from customers/service users



Across all sectors, Table 10 shows that the majority of workers report some level of intent to leave their jobs (grouping the categories ranging from a great deal to little). This is particularly high in road transport (86.6%, n = 71), and urban public transport (86.5%, n = 141), logistics (83.3%, n = 35) and railways (78.9%, n = 430). Substantial levels of intent to leave are also found in civil aviation (73.0%, n = 146) and maritime transport (75.6%, n = 31). Intentions to leave in sectors such as inland waterways, dockers and fisheries are based on a very small sample size. Overall, while most workers have at least some intention to leave, the intensity varies, with several sectors showing particularly high levels of potential workforce instability.

Table 10: Workers considering leaving their job

| Sector | A great deal | | Much | | Somewhat | | Little | | Intent to leave (combined) | | Never | |
|------------------------|--------------|-------|------|-------|----------|-------|--------|-------|----------------------------|---------------|-------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Railways | 100 | 18.3% | 11 | 2.0% | 19 | 3.5% | 300 | 55.0% | 430 | 78.9% | 115 | 21.1% |
| Civil Aviation | 21 | 10.5% | 7 | 3.5% | 18 | 9.0% | 100 | 50.0% | 146 | 73.0% | 54 | 27.0% |
| Urban public transport | 10 | 6.1% | 4 | 2.5% | 7 | 4.3% | 120 | 73.6% | 141 | 86.5% | 22 | 13.5% |
| Road transport | 7 | 8.5% | 3 | 3.7% | 6 | 7.3% | 55 | 67.1% | 71 | 86.6% | 11 | 13.4% |
| Maritime transport | 4 | 9.8% | 3 | 7.3% | 10 | 24.4% | 14 | 34.1% | 31 | 75.6% | 10 | 24.4% |
| Logistics | 6 | 14.3% | 1 | 2.4% | 1 | 2.4% | 27 | 64.3% | 35 | 83.3% | 7 | 16.7% |
| Dockers | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 16 | 88.9% | 16 | 88.9% | 2 | 11.1% |
| Inland waterways | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Fisheries | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% | 1 | 50.0% |

The survey identified four interconnected drivers behind workers' intention to leave: exposure to GBVH without protection or consequences; high psychosocial risks (including fatigue, stress, and isolation); lack of trust in reporting and grievance systems; and poor work-life balance and unsustainable working patterns. GBVH emerges

as a central factor, particularly in urban transport, aviation, and logistics. Workers highlight the prevalence of third-party violence from passengers and customers, which is often inadequately addressed. Under-reporting remains widespread due to fear of retaliation and low confidence in complaint mechanisms. At the same time, high levels of work pressure and psychosocial risks exacerbate exposure to GBVH and contribute to stress and burnout.

Across transport sectors, there is a growing perception that jobs are becoming unsafe, unsustainable, and incompatible with long-term wellbeing. While pay and job security remain relevant, workers consistently identify violence and harassment, poor working conditions, and psychosocial strain as the primary drivers of exit. The normalisation of GBVH—particularly in customer-facing roles such as urban public transport, rail, and aviation—is a recurring concern, with women reporting frequent verbal abuse, sexual harassment, and threats.

VOICES OF WOMEN WORKERS: CONSIDERING LEAVING THE TRANSPORT SECTOR

“Every shift feels like a battle — not just with the workload, but with how people treat you. I’ve seriously thought about leaving.” (Urban

Public Transport, Spain)

“I don’t see a future here. The environment is too hostile, especially for women.” (Civil

Aviation, Ground Staff, Italy)

“I joined because it was a stable career...but now I’m actively looking for a way out.” (Civil

Aviation, Cabin Crew, Greece)

“I used to love this job, but the constant harassment and lack of support made me question if it’s worth staying.” (Railways, France)

“I worry about my safety, especially on late shifts...It’s exhausting always being on guard.” (Bus driver, Sweden)

“I’ve seen too many colleagues leave because of bullying and harassment...I’m starting to think I should do the same.”

(Maritime/Ports, Netherlands)

“If things don’t change, I can’t see myself staying in this sector. It’s just not sustainable for me.” (Logistics/Warehousing, Belgium)

“It’s not the job itself, it’s the culture. You’re expected to just ‘put up with it’...I don’t want that long-term.” (Road Freight/Logistics, Germany)

“Long hours away from home, unsafe conditions, and no respect...it’s not a life you can sustain.” (Road Freight, Poland)

“Passengers cross the line all the time—comments, touching—and we are expected to stay polite. It wears you down.” (Aviation,

Cabin Crew, Spain)

“Supervisors shout, pressure is constant, and if you complain, you are the problem. People just leave.” (Logistics/warehousing, Netherlands)

“The pressure, the long hours, and the disrespect, it adds up. I don’t think I can keep doing this for years.” (Road Passenger

Transport, Ireland)

“The shifts are exhausting, and when something happens with passengers, you are on your own. It’s not a job I can do for 20 years.” (Railways, Germany)

“The stress, the aggression, the hours... it’s too much. I don’t see myself doing this until retirement.” (Bus driver, Italy)

“There’s no real protection. Reporting issues just makes things worse, so you end up thinking the only option is to quit.” (Railways, Poland)

“You report something, and nothing changes. So why would you stay in a job where you’re not protected?” (Civil Aviation, Ireland)

Long and irregular working hours, staffing shortages, and fatigue further intensify these risks, leading to physical exhaustion and psychological strain. These conditions reduce workers' resilience and increase vulnerability to GBVH, especially during night shifts and in isolated roles. Overall, workers perceive that the sector is failing to respond to evolving expectations around dignity, equality, safety, and work-life balance, making the personal cost of remaining in the job increasingly unsustainable.

The combination of worsening safety and the potential loss of workers signals a potential future escalation of workforce instability. If these issues are not addressed, exposure to violence not only undermines worker well-being but also contributes to staff shortages and loss of experienced personnel.

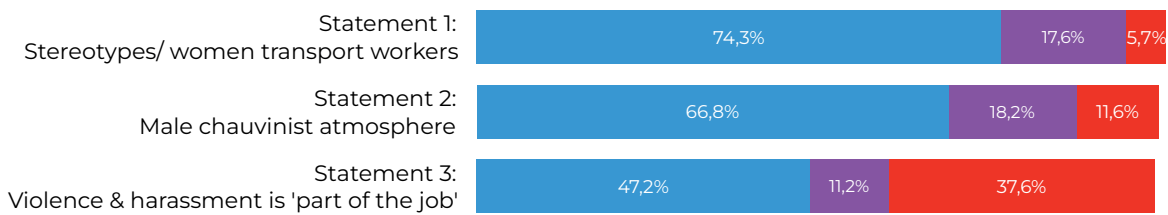
Attitudes and perceptions about working in transport

The survey explored the role of gender stereotypes, a male-dominated workplace culture and the framing of violence as "part of the job". As shown in Chart 27,

respondents to the survey agree or strongly agree that stereotypes against women transport workers (74.3%, n = 960) and a male chauvinist atmosphere (66.8%, n = 866) are ever-present in the sector. Responses to whether violence and harassment is 'part of the job' are more divided, with 47.2% (n = 689) agreeing that it is part of the job and 37.6% (n = 485) disagreeing. These responses suggest that violence and harassment against women transport workers are deeply embedded in power relations and gender bias.

Where gender bias and the normalisation of violence and harassment persist, prevention efforts will remain reactive rather than systemic. In particular, the idea that violence and harassment are "part of the job" lowers expectations (and as many women stated that there is a general view that "nothing can be done"), deflecting it from being viewed as an organisational failure to manage occupational risk. This pattern suggests that effective prevention requires more than policies and training; it requires attention to systemic and structural factors associated with the gendered power relations that enable violence.

Chart 27: Attitudes and perceptions (% of respondents)



| Statement | Agree / Strongly Agree | | Neutral | | Disagree / Strongly Disagree | | Respondents |
|---|------------------------|-------|---------|-------|------------------------------|-------|-------------|
| | No. | % | No. | % | No. | % | |
| Statement 1: Stereotypes/ women transport workers | 960 | 74.3% | 227 | 17.6% | 74 | 5.7% | 1291 |
| Statement 2: Male chauvinist atmosphere | 866 | 66.8% | 236 | 18.2% | 150 | 11.6% | 1296 |
| Statement 3: Violence & harassment is 'part of the job' | 609 | 47.2% | 144 | 11.2% | 485 | 37.6% | 1288 |



WORKERS' VOICES: GENDER DISCRIMINATION AND STEREOTYPES, THE NORMALISATION OF VIOLENCE AND HARASSMENT CALLS FOR CULTURAL CHANGE.

"Accepting any form of violence as part of the job should be banished." (Civil Aviation, Finland)

"The lack of laws leads to such incidents due to impunity." (Urban Public Transport, Bulgaria)

"It is necessary to increase self-confidence and not tolerate inappropriate verbal comments (some female colleagues still laugh at offensive "jokes"). After my first strong rejection, my colleague will not dare to say anything like that to me again." (Road transport, Czech Republic)

"I often hear that you have to have thick skin to work in the transport sector or that there is no workwear that is made for women." (Maritime transport, International / Multi-country)

"Misogyny is rife." (Railways, United Kingdom)

"Today, there are many stereotypes, judging women simply for working in areas associated with men. When passengers have a bad journey, they disproportionately use verbal abuse, degrading women because they feel insecure themselves." (Transporte por carretera, Spain)

"Unfortunately, it is not only passengers. Sometimes colleagues themselves create a climate where women feel judged or treated differently." (Urban public transport, Italy)

"We are often treated like 'waiters' who must absorb people's frustration and aggression." (Rail transport services, Switzerland)

"Violence should never be considered 'part of the job', no matter where we work or travel." (Aviation, Switzerland/International)

"Personally, I have not felt undervalued in my job, but I do see how women colleagues are treated differently." (Public transport, Spain)

"It is unsettling, but a certain male chauvinist culture still exists in parts of the transport sector." (Public transport, Norway)

"Society in general is becoming harsher, and this is reflected in how passengers treat transport workers." (Urban Public Transport, Germany)

"Some people say it is 'part of the job', but it should never be accepted that workers face violence." (Urban Public Transport, Switzerland)

"Workers need greater confidence and support so that harassment is never tolerated." (Urban Public Transport, Czech Republic)

"Because we work face-to-face with the public, customers seem to think they can treat us as if we weren't people. Inside the workplace, there is also a clear macho culture from years past." (Railways, Spain)

SECTION 7.

WHAT RESPONDENTS SAY COMPANIES, POLITICIANS AND TRADE UNIONS CAN DO TO IMPROVE SAFETY FOR WOMEN TRANSPORT WORKERS

This section draws on open-text responses from women transport workers about their recommendations for companies, politicians/policy-makers, and trade unions to improve safety for women transport workers.

What do respondents say companies can do to improve safety for women transport workers?

Recommendations for companies to improve the safety of women transport workers have been grouped into the most frequently cited, illustrated by quotes below. They include increased staffing levels, training and awareness raising, stronger policies and enforcement, reporting and support systems, improved security measures and infrastructure, cultural change and respect at work, and safer working arrangements.

SAFE STAFFING LEVELS, REDUCING LONE WORKING AND ENSURING ADEQUATE BACKUP IN FRONTLINE ROLES

“Would love to learn some self-defence, and more techniques for de-escalating. We are often alone. Sometimes it would be helpful to be in two-person teams.” (Railways, Norway)

“Take these reports more seriously and look at the statistics. Do not say that it’s “safe” to work on trains, for example, when you have never done it yourself. Try to do it for a day and see how it feels. Also, more staff on board. We should not work alone.” (Railways, Sweden)

“Give two conductors on one train to help each other, allow them to have something for self-defence or give help from a security guard on night rides.” (Railways, Poland)

REGULAR TRAINING AND AWARENESS INITIATIVES TO BETTER EQUIP STAFF AND MANAGERS TO PREVENT AND RESPOND TO HARASSMENT

“Bigger consequences, more training and more help for victims.” (Maritime transport, International / Multi-country)

“Increasing awareness, training for different scenarios, clear, easy to find instructions on how to report incidents, proper support that is easily accessible, clear procedures and proper equipment on how to handle these types of situations, for certain positions, women shouldn’t need to work alone, e.g. some places that could be threatening or at night, etc.” (Civil Aviation, Finland)

STRONGER POLICIES AND ENFORCEMENT MECHANISMS

“Educate men, enforce punishments for harassment. Don’t put the blame and guilt on the harassed for the “inconvenience” it may cause the company when a victim reports an incident.” (Fisheries, Norway)

“Continue working towards zero tolerance. Have follow-ups after incidents are reported.”
(Maritime transport, Sweden)

IMPROVED SECURITY INFRASTRUCTURE

“Provide pepper spray, campaigns against violence and more security” (Railways, Sweden)

ACCESSIBLE REPORTING SYSTEMS AND STRONGER SUPPORT FOR AFFECTED WORKERS

“More workers to support drivers (control people).” (Urban public transport, Netherlands)

“Establish a dedicated body to prevent violence in the workplace.” (Urban Public Transport, Bulgaria)

“Easier access for reports and self-defence classes.” (Maritime transport, International / Multi-country)

CULTURAL CHANGE TO ADDRESS SEXISM, DISCRIMINATION, AND A LACK OF RESPECT TOWARD WOMEN WORKERS

“More mandatory training for HoDs. Improve culture of safety and feedback.” (Maritime transport, International / Multi-country)

“Actively stop verbal sexism internally and impose strict consequences on employees who display sexist behaviour. Station security personnel at busy stations instead of reducing their numbers.” (Railways, Austria)

“There should be public awareness initiatives about violent behaviour between women and men — not only for workplaces but also for family and social life.” (Maritime Transport, Turkey)

What respondents say politicians / policy makers can do to achieve safer workplaces for women

A total of 810 respondents provided recommendations for what politicians or policy makers should do to achieve a safer workplace for women transport workers. When grouped into thematic categories, the most frequently cited recommendations are: stronger legislation and enforcement, public awareness campaigns, improved policing and security, support for gender equality, and increased funding and resources.

STRONGER LEGISLATION AND ENFORCEMENT

“Change the law and make the consequences more severe.” (Road transport, Ireland)

“Educate men. Advocate for harassment/ violence zero tolerance and enforce it with swift, harsh punishments if they fail to comply.” (Fisheries, Norway)

“Ratify ILO Convention 190, transpose the European Parliament and Council Directive on combating violence against women and girls, and set a personal example by speaking

out about the issue publicly, not only on December 25 and March 8, but throughout the entire year!” (Other, Bulgaria)

INCREASED RESOURCES

“Earmarking funds to the sector for specific and measurable work to make the workplace safer for women.” (Railways, Norway)

“Support the unions with the funding needed to get proper aid for education.” (Logistics, International / Multi-country)

IMPROVE POLICING AND SECURITY

“More money for security.” (Urban public transport, Netherlands)

“Harder public punishment, more police/guards at stations.” (Railways, Sweden)

“Improve safe public transport 24/7.” (Civil Aviation, Norway)

SUPPORT GENDER EQUALITY MEASURES.

“Achieve more equality between men and women. And talk more about the problems.” (Maritime transport, International / Multi-country)

“Have our own departments that have a focus on women’s welfare.” (Maritime transport, Norway)

“Have more women in leadership positions.” (Railways, Bulgaria)

“Firmly and unequivocally declare, defend, and uphold equality.” (Other, Bulgaria)

SAFER TRANSPORT INFRASTRUCTURE

“Make sure all trains have CCTV and all stations. If a passenger assaults you, they should be banned for life.” (Railways, United Kingdom)

“Harder public punishment, more police/guards at stations.” (Railways, Sweden)

What respondents say trade unions can do to improve safety for women transport workers

A total of 705 respondents provided recommendations regarding the role that trade unions can play in achieving a safer workplace for women transport workers. These have been grouped under the most frequently cited recommendations, which are illustrated by quotes below. They provide support and representation for victims, training and awareness raising, and improved gender equality and women’s representation in unions.

SUPPORT AND REPRESENTATION FOR VICTIMS

“Continue to help victims of harassment.” (Maritime transport, Sweden)

“Increase awareness, supporting women, help them to seek help and solve problems, have information on their websites for prevention, actively take care of reports, and ensure proper working conditions.” (Civil Aviation, Finland)

TRAINING AND AWARENESS RAISING

“Training to teach leaders how to react and what to do.” (Maritime transport, Norway)

"Increase awareness, supporting women, help them to seek help and solve problems, have information on their websites for prevention, actively take care of reports, and ensure proper working conditions." (Civil Aviation, Finland)

COLLECTIVE BARGAINING

"Negotiate strong clauses on the subject in the company's collective bargaining agreement and monitor their implementation; organise training seminars on the subject; address every case of violence against their members, including through legal assistance; conduct campaigns to raise awareness of the issue and pressure the responsible institutions for adequate solutions." (Other, Bulgaria).

GENDER EQUALITY AND WOMEN'S REPRESENTATION

"Initially, believe women and take them seriously when they report incidents. Maybe hire a woman as an HR or another high position on each vessel." (Fisheries, Norway)

"All institutions, including trade unions, are male-dominated. How many women are there among union leaders in the aviation sector?" (Aviación civil, Spain)

CAMPAIGNING AND ADVOCACY

"More campaigns." (Urban public transport, Ireland)

"Pressure the employers to take action. More space for strikes, walkouts and sit-ins." (Maritime transport, Spain)



SECTION 8.

CONCLUSION AND RECOMMENDATIONS

The 2026 ETF survey reveals that violence and harassment against women transport workers in Europe is a pervasive and growing problem, with 71.1% of respondents reporting at least one recent experience of violence in their current workplace. This issue is increasingly viewed as a systemic occupational risk rather than a series of isolated incidents, deeply rooted in gendered power relations and a male-dominated workplace culture. The survey demonstrates profound psychosocial and workforce impacts. A majority of respondents report negative effects on their well-being, many perceive a deterioration in workplace safety over recent years, and a notable proportion have considered leaving the sector due to violence and harassment.

- **First**, the report shows that a significant barrier to safety for women workers is the perception that violence and harassment are simply “part of the job”. This normalisation leads to the underreporting of everyday hostile behaviours, such as verbal abuse, which is the most prevalent form of violence (75.4%). When violence is treated as routine, it diverts attention from the organisational failure to manage violence and harassment as occupational risks.
- **Second**, there is a trust and credibility gap regarding formal reporting systems. It is of note that 73% of victims of violence and harassment do not formally report incidents, primarily because they believe “nothing would change” or they fear retaliation. Furthermore, among those who do report, a staggering 73.2% feel it did not lead to a safer workplace, and only 21.2% saw the perpetrator face negative consequences.
- **Third**, many women who report experiencing further harm after making a complaint, including being blamed, isolated by colleagues, or facing punitive measures from management.
- **Fourth**, the deterioration of safety reported by more than half of workers directly threatens the transport sector’s viability, particularly as over 60% of respondents have considered leaving the sector due to violence and harassment. This poses a major challenge to recruitment and retention in an industry already facing labour shortages.
- **Fifth**, a critical concluding point of the survey is that violence and harassment in the transport sector are deeply rooted in structural gendered power relations and persistent stereotypes and sexism. The data shows that women transport workers experience deeply ingrained gender stereotypes against them and report a male chauvinist atmosphere within the industry. These gendered dynamics manifest in several specific ways. Customers frequently question women in positions of authority, and they report being “tested” more often than their male colleagues. This gender-based undermining of professional authority highlights how harassment intersects with structural sexism. The vast majority of women believe they are at a higher risk of violence from customers, specifically because they are women, and a belief that transport remains a “man’s job”.

Making change and ensuring safe workplaces for all workers requires gender-responsive social dialogue to actively challenge sexist norms and the male-dominated culture of the transport workplace. In conclusion, unless the transport sector moves beyond formal compliance to proactive, gender-responsive prevention, violence will continue to undermine worker well-being and the long-term resilience and sustainability of the industry.

Respondents identify clear priorities for action at the company, trade union, and political levels. There is strong demand for strengthened

prevention systems, meaningful social dialogue, and robust legislative and enforcement frameworks. Addressing violence and harassment in transport, therefore, requires a coordinated, multi-level response grounded in occupational safety and health principles, gender-responsive risk prevention, attention to gender inequalities, and sustained social dialogue and gender-responsive collective bargaining. Violence, stereotyping, and the normalisation of aggression must be treated as psychosocial occupational safety and health risks, requiring systematic psychosocial risk assessment, prevention, and accountability.

RECOMMENDATIONS

The recommendations make a strong case for:

- A focus on gender equality in transport can ensure that, by improving women's working conditions, benefits extend to all workers, taking into account a diverse workforce and an intersectional approach.
- Addressing systemic problems, including placing a stronger focus on underlying risk factors and on how work is structured and organised, can positively impact culture and organisational change for the benefit of all workers.
- A key recommendation for unions, employers and policymakers is to raise awareness of and use the ILO Violence and Harassment Convention No. 190 framework to ensure effective, comprehensive and gender-responsive strategies to address and prevent violence and harassment, embedded in worker consultation and social dialogue. This is relevant for the whole workforce, but specifically to address the gendered nature of violence and harassment against women highlighted in the survey responses. This is particularly important, as the survey shows that only 16% of respondents are aware of ILO Convention No. 190, while over 80% are unfamiliar with it. The findings suggest a significant gap in awareness of international standards on violence and harassment in the world of work, highlighting the need for targeted awareness-raising and training initiatives across sectors.
- Consistent with ILO Convention No. 190, preventing violence and harassment requires a comprehensive approach that combines prevention, protection, enforcement, remedy and social dialogue. The survey findings demonstrate that without addressing gendered power relations and cultural normalisation as core psychosocial risks, policy commitments will be inadequate. Embedding gender-responsive prevention within OSH systems and strengthening multi-level accountability are, therefore, central to achieving sustainable safety and equality outcomes.

FOR COMPANIES AND EMPLOYERS

- Provide regular, mandatory training to improve awareness and equip workers with tools to respond to violence and harassment, including communications training, de-escalation training, and self-defence courses.
- Implement security infrastructure and surveillance measures to deter incidents and enable rapid response, including controls that allow a worker to call for help immediately (e.g., via a smartphone or an emergency button).
- Ensure that policies and procedures provide a robust framework for prevention and accountability, are trusted by workers, involve workers and unions in their design, and result in zero-tolerance policies with clear procedures, confidential reporting, anti-retaliation safeguards, and effective trauma-informed support for victims of violence and harassment.
- Integrate prevention of violence and harassment into OSH risk assessments, identifying gender-specific psychosocial risks such as stereotyping, lone working, and normalised aggression, and apply preventive controls.
- Monitor workplace culture through regular surveys, worker consultation, and joint OSH committees as early warning systems.

FOR TRADE UNIONS

- Use the findings from this survey to advocate for gender-responsive prevention by embedding gender-responsive provisions in collective bargaining negotiations, including reporting standards, investigation procedures, staffing levels, paid leave, and psychosocial risk assessment and prevention.
- Negotiate structured case-handling protocols (trauma-informed and gender-responsive) to build trust and ensure transparent follow-up and communication.
- Promote gender-responsive workplace social dialogue to challenge sexist norms and the normalisation of violence, and address the safety and other risks arising from domestic violence as a workplace issue as part of this framework.
- Engage actively in joint OSH committees and social dialogue to ensure employer accountability and the development of effective prevention policies.

FOR EUROPEAN AND NATIONAL SOCIAL PARTNERS

- Discuss the findings of this report in all relevant transport-sectoral social dialogue committees, with a view to drawing up binding sectoral guidelines between the European social partners to address the rise in violence and harassment by customers/service users. This will ensure that ETF builds on the existing social dialogue initiatives already agreed, for example, on violence and insecurity in urban public transport (UITP & ETF 2020) and on women in rail (ETF-CER 2021).

- Align guidelines with the ILO Violence and Harassment Convention No. 190 and set out clear roles and responsibilities to ensure safe and trusted reporting mechanisms, gender-responsive risk assessment, psychosocial risk assessment, and prevention programmes that address gendered, organisational, and cultural change, thereby ensuring safe workplaces for all.
- Seek funding from the European Commission to develop and disseminate the proposed binding guidelines and to disseminate them through an awareness-raising campaign.
- Provide a framework to enable social partners in the transport sectors to negotiate collective bargaining agreements at the appropriate level (national and company/workplace) to ensure effective prevention of violence and harassment by customers/service users.

FOR POLICYMAKERS

- Align national OSH frameworks with ILO Violence and Harassment Convention No. 190 by recognising violence and harassment as occupational risks requiring preventive actions, including regulations that put a duty on employers to prevent gendered violence and harassment.
- Strengthen the enforcement capacity of labour inspectorates, particularly on third-party violence and harassment, psychosocial and gender-based risks.
- Address investment in safe infrastructure and security protocols, adequate staffing levels, and public awareness.
- Hold public awareness campaigns to address gender stereotypes and counter sexism against women transport workers, making transport an attractive choice of work for women.
- Improve gender-disaggregated data collection to ensure a focus on women's experiences of violence and harassment, outcomes of cases and ongoing monitoring of workplace violence indicators.

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IT'S NOT PART
OF THE JOB

IT'S NOT PART OF THE JOB

**Violence and Harassment
against Women Transport
Workers**

2ND ETF SURVEY 2026

