



International
Labour
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► Violence and harassment in the world of work

Trade union initiatives, strategies and negotiations since the adoption of the Convention on Violence and Harassment (No. 190) and its Recommendation (No. 206), 2019



▶ **Violence and harassment in the world of work**

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ILO ACTRAV

**Compiled and researched by Jane Pillinger,
with the support of Nora Wintour**

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List of abbreviations

3F	United Federation of Workers, Denmark
ACTRAV	Bureau for Workers' Activities. ILO
ACTU	Australian Congress of Trade Unions
AFW	Alliance of Filipino Workers
AFWA	Asia Floor Wage Alliance
AHCS	anti-harassment committees
AMWU	Australian Manufacturing Workers' Union, Australia
ANP	National Association of Journalists of Peru
APTASCH	Asociación de Profesionales y Técnicos de Salud de la Provincia del Chaco, Argentina
ATUC	Arab Trade Union Confederation
BGIWF	Bangladesh Garment and Industrial Workers Federation
BWI	Building and Wood Workers' International
CATP	Central Autónoma de Trabajadores del Perú
CCOO	Confederación Sindical de Comisiones Obreras, Spain
CDT	Democratic Confederation of Labour, Morocco
CEDOCUT	Confederación Ecuatoriana de Organizaciones Clasistas Unitarias de Trabajadores, Ecuador
CEEP	European Centre of Employers and Enterprises providing Public Services
CEMR	Council of European Municipalities and Regions
CFDT	Confédération française démocratique du travail,
CFMEU	Construction, Forestry, Mining and Energy Union, Australia
CGIL	Confederazione Generale Italiana del Lavoro, Italy
CHWs	Community health workers
CISL	Confederazione Italiana Sindacati Lavoratori, Italy
CLC	Canadian Labour Congress
CMTU	Confederation of Mongolian Trade Unions
CNTRV	National Confederation of Apparel Workers, Brazil
CNUS	National Confederation of Trade Union Unity, Dominican Republic
CNVI	Christian Trade Union Confederation International, Netherlands
COLSIBA	Coordinadora Latinoamericana de Sindicatos Bananeros y Agroindustriales
CONAF	Commission nationale des femmes, COSI-Benin
Confetam	Confederação dos Trabalhadores no Serviço Público Municipal, Brazil
COSATU	Congress of South African Trade Unions
COSI	Confédération des organisations syndicales indépendantes du Bénin

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COTU	Central Organisation of Trade Unions, Kenya
CSN	Confédération des syndicats nationaux (Confederation of National Trade Unions)
CSO	Civil Society Organization
CSV-AVC	Belgium Trade Union Confederation
CTA-A	Central de Trabajadores de la Argentina (Argentine Workers' Central Union)
CTERA	Confederación de los Trabajadores de la Educación de la República Argentina (Confederation of Education Workers of the Republic of Argentina)
CTRN	Costa Rican Confederation of Workers
CUPE	Canadian Union of Public Employees
CUT Brazil	Central Única dos Trabalhadores, Brazil
CUT Chile	Central Unitaria de Trabajadores de Chile
CWGL	Center for Women's Global Leadership
EFEE	European Federation of Education Employers
EFFAT	European Federation of Food, Agriculture and Tourism Unions
EI	Education International
EILA	Latin American Working without Violence network, Education International
ELA	Euskal Langileen Alkartasuna (Basque Workers Solidarity)
EPSU	European Public Service Union
ESPROSA	Instituto de Formación, Capacitación e Investigación de la Federación Sindical de Profesionales de Salud de Argentina
ETF	European Transport Workers' Federation
ETI	Ethical Trading Initiative
ETNO	European Telecommunications Network Operators' Association.
ETUC	European Trade Union Confederation
ETUCE	European Trade Union Committee for Education
EU	European Union
EU-OSHA	European Union Occupational Safety and Health Authority
EWC	European Works Council
FDA	Union for civil servants & public service professionals, United Kingdom
FEASIES	Federation on Independent Associations and Unions of El Salvador
FEDUSA	Federation of Unions of South Africa
FETRADOMOV/ SITRADOTRANS	Federation of domestic workers, Nicaragua/Union of transgender domestic workers and various trades
FISTEL CISL	Federazione sindacale che tutela i lavoratori dei settori dell'informazione, dello spettacolo e delle telecomunicazioni, Italy
FNV	The Netherlands Trade Union Confederation
FRA	Fundamental Rights Agency
FSB Garteks	Federasi Serikat Buruh Garmen Kerajinan Tekstil Kulit dan Sentra Industri Serikat Buruh Seluruh Indonesia

FTTUB	Federation of Transport Trade Unions in Bulgaria
FTUWTKC	Free Trade Union of Workers of the Kingdom of Cambodia,
FWF	Fair Wear Foundation
GBV	gender-based violence
GBVH	gender-based violence and harassment
GCTP	Confederación General de Trabajadores del Perú
GESAL-UNDAV	Grupo de Estudios en Salud Ambiental y Laboral de la Universidad Nacional de Avellaneda
GFA	global framework agreement
GPA-DJP	Union of private-sector employees, printing, journalism and paper, Austria
GSBI	Federation of Independent unions, Indonesia
GTUC	Georgian Trade Unions Confederation
GUF	Global Union Federation
HAK-İŞ	Confederation of Turkish Trade Unions
HLALSSU	Hop Lun Apparels Ltd. Sommilito Sramik Union, Bangladesh
HOSPERSA	Health & Other Services Personnel Trade Union of South Africa
HRW	Human Rights Watch
ICT	information and communications technology
IDPs	internally displaced persons
IDUL	Independent Democratic Union of Lesotho
IDWF	International Domestic Workers Federation
IFC	International Finance Corporation
IFJ	International Federation of Journalists
ILC	International Labour Conference
IndustriALL	Global union in mining, energy and manufacturing sectors
ISP	Internacional de Servicios Públicos (Public Services International)
ITF	International Transport Workers' Federation
ITUC	International Trade Union Confederation
ITUC-AP	International Trade Union Confederation, Asia-Pacific
IUF	International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Associations
JALA PRT	National Network for Domestic Workers Advocacy, Indonesia
JTGCU	General Trade Union of Workers in Textile, Garment and Clothing, Jordan
KASZ	Trade Union of Commercial Employees, Hungary
KSBSI	Confederation of Indonesia Prosperity Trade Union
KSBSI	Confederation of Indonesia Prosperity Trade Union
KSPI	Indonesian Trade Union Confederation
LGBTI	lesbian, gay, bisexual, transgender and intersex

MDS	Movimiento por el Derecho a la Salud
MENA	Middle East/North Africa
MISA	Motor Industry Staff Association
MNEs	multinational enterprises
MSTKS	Maharashtra State Transport Kamgar Sanghatana
NACTWU	National Clothing Textile and Allied Workers Union, Lesotho
NASUWT	National Association of Schoolmasters/Union of Women Teachers
NEDLAC	National Economic Development and Labour Council
NGO	non-governmental organization
NLC	Nigeria Labour Congress
NTUC Phi	National Trade Union Center of the Philippines
NUPGE	National Union of Public and General Employees, Canada
OHCHR	Office of High Commissioner for Human Rights
OSH	occupational safety and health
OU	Open University
PAM	Service Union United, Finland
PIT-CNT	Plenario Intersindical de Trabajadores-Convención Nacional de Trabajadores, Uruguay
PSAC	Public Service Alliance of Canada
PSI	Public Services International
RTUB	Rail, Tram & Bus Industry Union, Australia
RWDSU	Retail, Wholesale and Department Store Union, United States of America
SACCAWU	South African Commercial, Catering and Allied Workers Union
SACTWU	Southern African Clothing and Textile Workers' Union
SDA	Shop, Distributive and Allied Employees' Association
SDGs	Sustainable Development Goals
SEEB	Sindicato dos Empregados em Estabelecimentos Bancários, Brazil (Union of Employees in Banking Establishments)
SEIU	Service Employees International Union, United States
SENTRO	Sentro ng mga Nagkakaisa at Progresibong Manggagawa, Philippines
SEWA	Self-employed Women's Association, India
SGSF	Sommilito Garments Sramik Federation
SLC CGIL	Sindacato Lavoratori della Comunicazione, Italy
SMEFI	Metal and Engineering Workers Federation of India
SMEs	small and medium-sized enterprises
SPAWUM	Sugar Plantation and Allied Workers Union of Malawi
SPN	National Workers' Union, Indonesia
TPVH	third-party violence and harassment
TUAC	Trade Union Confederation of the Americas

TUC	Trades Union Congress, United Kingdom
TUCA	Trade Union Confederation of the Americas
TUCP	Trade Union Congress of the Philippines
TUCTA	Trade Union Congress of Tanzania
TUDCN	Trade Union Development Cooperation Network
UA Zensen	Federation of Textile, Chemical, Food, Commercial, Service and General Workers' Unions, Japan
UATGWU	Amalgamated Transport and General Workers Union, Uganda
UFCW	United Food & Commercial Workers International Union
UGT	Unión General de Trabajadores, Spain
UGTT	Union Générale Tunisienne du Travail (Tunisian General Labour Union)
UIL	Unione Italiana del Lavoro, Italy
UILCOM UIL	Unione Italiana Lavoratori della Comunicazione, Italy
UITP	International Association of Public Transport
UMT	Moroccan Workers' Union
UNCSW	United Nations Commission on the Status of Women
UNFCW	United Food and Commercial Workers International Union, United States
UNGA	United Nations General Assembly
UNHRC	United Nations Human Rights Council
UNI	Union Network International
USDAW	Union of Shop, Distributive and Allied Workers, United Kingdom
USO	Unión Sindical Obrera, Spain
USW	United Steelworkers, Canada
VAW	violence against women
VIDA	Union of transport and service industries (Verkehrs- und Dienstleistungsgewerkschaft), Austria
VTHC	Victoria Trades Hall Council, Australia
WHO	World Health Organization
WIEGO	Women in Informal Employment Globalizing and Organizing
ZCIEA	Zimbabwe Chamber of Informal Economies Association
ZCTU	Zimbabwe Congress of Trade Unions

Foreword

In June 2019, the Centenary International Labour Conference of the International Labour Organization (ILO) adopted the Violence and Harassment Convention (No. 190) and its accompanying Recommendation (No. 206), and thus the global community made it clear that violence and harassment in the world of work will not be tolerated and must end. This Convention (C190) is the first international treaty to recognize the right of everyone to a world of work free from violence and harassment, including gender-based violence and harassment.

Four years after its adoption, more than 32 ILO member States have ratified the C190, which is very promising. The enormous efforts of trade unions worldwide campaigning for the ratification are now clearly bearing fruit.

Fighting against violence and harassment is not a new agenda for trade unions, who for decades have been effortlessly working to protect workers from violence and harassment in the world of work. Throughout the past years, there are many good examples of how trade unions have protected workers from all types of violence and harassment through numerous initiatives and strategies.

This report describes and showcases those initiatives and strategies, including collective bargaining agreements. It also provides useful information on actions towards promoting ratification of C190, on initiatives during the COVID-19 crisis; as well as on legal perspectives for dealing with the rise in violence and harassment during the pandemic. And it sets out useful information on laws that helped promote a positive environment for collective bargaining.

The report is mainly a collection of trade union initiatives and strategies addressing the elimination of violence and harassment in the world of work. A particular focus is on responses to rising levels of violence and harassment since the COVID-19 pandemic and how unions adapted and shifted their negotiations to include responses to the pandemic, while continuing to implement their strategies relating to both the ratification and full implementation of C190.

It focuses specifically on examples of trade union initiatives, strategies and negotiations agreed after

the adoption of C190 and R206 and specific strategies and responses to COVID-19 to protect workers from violence and harassment, taking into account domestic violence as a world-of-work issue, digitalization, teleworking, third-party violence and harassment (TPVH).

The ILO Bureau for Workers' Activities (ACTRAV) is committed to supporting workers' organizations in their efforts not only to promote awareness-raising and campaigning for ratifying C190 but also to promote effective implementation of international labour standards, including responsible participation in the ILO international labour standards system with its supervisory machinery.

ACTRAV expresses its appreciation to all those who contributed to this publication. Our special thanks to Jane Pillinger who prepared this publication, with the support of Nora Wintour. We also thank all those who were part of the interviews and collection of information, including the global union federations. In particular, I would also like to express my personal appreciation for the contribution of my ACTRAV colleagues Victor Hugo Ricco and Mamadou Kaba Souare.

For further information on the support and assistance to workers' organizations regarding violence and harassment in the world of work, please contact Victor Hugo Ricco ricco@ilo.org copying actrav@ilo.org

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Director
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Activities (ACTRAV)



Executive Summary

This report is a collection of trade union initiatives and strategies preventing, addressing and eliminating violence and harassment in the world of work. It focuses on measures introduced since the adoption of the Convention on Violence and Harassment (No. 190) and Recommendation (No. 206) by the International Labour Conference (ILC) in June 2019.

It focuses in particular on responses to rising levels of violence and harassment since the COVID-19 pandemic and how unions adapted and shifted their negotiations to include responses to the pandemic while continuing to implement their strategies relating to both the ratification and full implementation of the Convention (C190).

The report is divided into two parts. Part 1 consists of six sections and focuses on examples of trade union initiatives, strategies and negotiations after the adoption of C190 and R206, and on specific strategies and responses to COVID-19 to protect workers from violence and harassment, taking into account domestic violence as a world of work issue, digitalization, teleworking, and third-party violence and harassment (TPVH). Part 2 consists of three appendices, containing concrete examples of the information outlined in Part 1.

Part 1

Section 1 provides an overview of the scope and definitions used in the report, highlighting the growing importance of collective bargaining on violence and harassment at global, national, sectoral and workplace levels. It also notes the transformation in union activity, negotiations, awareness-raising and training related to violence and harassment, particularly since the COVID-19 pandemic.

Section 2 sets the report in the context of the COVID-19 pandemic and its unprecedented and devastating consequences for workers' livelihoods, health and well-being. Between the adoption of C190 and the first lockdowns across the world, many unions were already campaigning for and engaging in negotiations linked to ratification and implementation of the standards.

The pandemic focused union priorities on violence and harassment in an unprecedented way, particularly in responses to: new forms of violence and harassment in a dramatically changed world of work; to third-party violence and harassment (TPVH) affecting workers providing front-line and essential services; to increased levels of domestic violence affecting workers carrying out telework during lockdowns; and to the impact of digitalization and new patterns of remote and smart working.

Many unions intensified their advocacy and collective bargaining for proactive COVID-19 response and recovery measures. For many, despite the challenges, C190 has been catalytic in ensuring that violence and harassment continued to be part of that response and recovery.

Section 3 explores various legal perspectives on the ratification and implementation of C190, the timing for which proved to be of critical importance in implementing strategies and responses to rising levels of violence and harassment during the pandemic.

C190 and R206 have provided a solid framework for new laws, resulting in substantial legal advocacy by unions. Examples are given of laws that have helped to strengthen collective bargaining on violence and harassment, particularly laws that specify clear obligations on employers and/or requirements for the parties to jointly negotiate agreements.

Much of this legal advocacy, including identifying gaps in the law, has been buoyed by the International Trade Union Confederation (ITUC) global campaign "Ratify C190" and national union campaigns in over 90 countries.

Besides formal processes of national consultation for the ratification of C190, institutionalized tripartite consultation structures have addressed violence and harassment in response to and recovery from COVID-19. Examples of this can be found in Argentina, Italy and South Africa. Other examples are also cited from countries where ratification has not yet taken place but where unions are involved in tripartite discussions for strengthened laws, such as in Denmark.

Section 4 draws together over 200 examples of recent union initiatives, strategies and negotiations at regional and global levels. All of the examples were agreed and/or implemented after the adoption of C190. They give a rich picture of proactive union collective bargaining and are discussed across the following 11 themes:

- ▶ All forms of violence and harassment
- ▶ Gender-based violence and harassment
- ▶ Vulnerable groups: informal economy, domestic and migrant workers
- ▶ Internal union policies on violence and harassment
- ▶ Occupational safety and health
- ▶ Third-party violence and harassment
- ▶ Digitalization, cyber-harassment, platform/gig economy workers
- ▶ Remote working/teleworking
- ▶ Travel to and from work
- ▶ Domestic violence at work
- ▶ Training, awareness-raising, guidance.

Section 5 gives an overview and assessment of current global agreements, which encompass 31 global agreements that address violence and harassment – global framework agreements (GFAs), joint statements/commitments and memoranda of understanding – and that were agreed between global union federations (GUFs) and multinational enterprises (MNEs).

Fifteen of these agreements had been signed prior to the adoption of C190, and 16 were signed after its adoption, including several that are aligned to C190 and/or C111 (the latter of which defines sexual harassment as a form of sex discrimination).

Section 6 sets out conclusions and recommendations, reinforcing the importance of social dialogue in agreeing workplace, sectoral, national and global initiatives to end violence and harassment in the world of work.

The examples featured show a significant shift towards integrated approaches to addressing violence and harassment, including GBVH, with a much greater emphasis on agreements that address prevention and risk assessment through occupational safety and health (OSH), TPVH and new world of work issues such as digitalization, telework/remote work and domestic violence.

Additionally, union action on violence and harassment has sparked new union recruitment and organizing. Even though union strategies shifted during the pandemic, combating violence and harassment have remained firmly on union agendas.

There have been some ground-breaking achievements in collective bargaining, helping to break the silence on violence and harassment, with C190 and R206 giving greater visibility and awareness of the extent of and solutions to violence and harassment.

The ITUC and GUFs have played critically important roles in providing support and resources for affiliates, particularly for women members and leaders.

Training and awareness programmes have helped to build union strategies, enabling union representatives to align their strategies with C190 and R206; for example, in implementing prevention programmes in OSH and establishing effective confidential complaints committees, while taking into account the needs of vulnerable groups such as informal economy workers, migrant workers, racialized workers and LGBTI+ workers.

There has also been increased awareness and negotiations about the workplace effects of domestic violence, as well as new initiatives on safe transport and travel to and from work, particularly during the pandemic.

Recommendations

The report makes recommendations for trade unions, employers and governments:

- ▶ **For trade unions**, recommendations include continuing to provide training and awareness-raising about all forms of violence and harassment – taking into account the vulnerabilities faced by some groups of workers – in aligning C190 and R206 into workplace negotiations, sectoral and national agreements and GFAs, and through leadership training for women to ensure that they play a role in the related negotiations.

- ▶ Particularly important are guidance materials on new areas for negotiations such as gender-responsive risk assessment, risks related to digitalization, TPVH and domestic violence.
 - ▶ **For employers**, a strong call is made to ensure that employers provide mandatory training for managers in taking the lead in ensuring workplace culture and behaviour change. Training could be provided on human rights due diligence concerning the identification of current or potential adverse impacts regarding violence and harassment and how to take preventive action and set up effective complaints systems that are trusted by workers.
 - ▶ It is also recommended that employers engage in the sharing of good practices about the added value of social dialogue to achieve a world of work free from violence and harassment, and promote the use of social dialogue mechanisms to implement the obligations under C190.
 - ▶ **Governments** that have not ratified C190 are strongly encouraged to do so. Social dialogue through tripartite consultations should be privileged as the mechanism to transpose the Convention into national law. Governments should ensure that laws promote freedom of association, social dialogue and collective bargaining in implementing C190 and R206.
 - ▶ Laws on violence and harassment need to provide a lever for and promote collective bargaining at national, sectoral, enterprise and workplace levels, while privileging national and sectoral agreements. In order to promote good practices and learning, governments should support the development, with employers and unions, of online compendiums or databases on laws, collective bargaining agreements and other joint commitments concerning all forms of violence and harassment.
- ▶ **Appendix 2** on violence and harassment in global framework agreements, joint commitments and memoranda of understanding
 - ▶ **Appendix 3** on agreements and policies collated prior to the meeting of the Standard-Setting Committee in 2019.

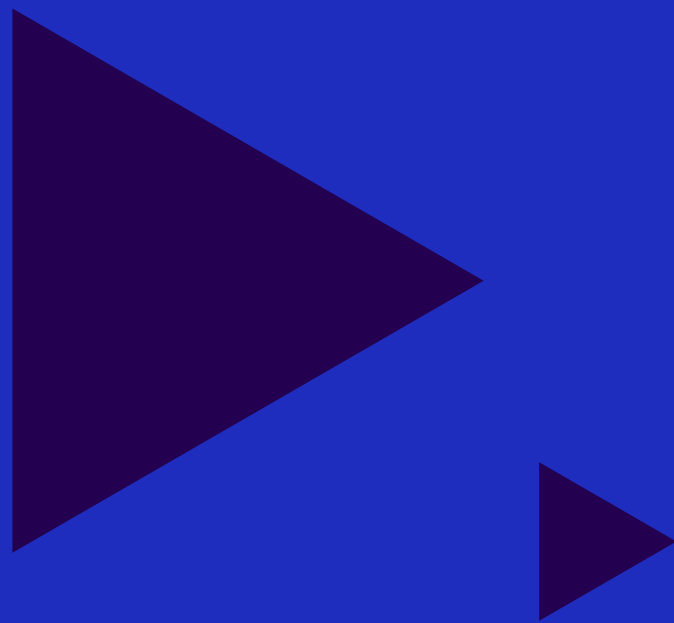
Part 2

Part 2 comprises the following three appendices that give concrete examples of the information provided in Part 1.

- ▶ **Appendix 1** on union initiatives, strategies and negotiations on violence and harassment in the world of work since the adoption of C190 and during COVID-19



Part I





▶ Section 1. Introduction

This report documents union initiatives, strategies, negotiations and their outcomes to prevent and address violence and harassment in the world of work. It has a specific focus on measures introduced since the adoption of the Convention on Violence and Harassment (No. 190) and Recommendation (No. 206) by the International Labour Conference (ILC) in June 2019, and the challenges resulting from the COVID-19 pandemic.

The report shows the critical importance of C190 and R206 in providing for a comprehensive and integrated legal framework, as well as a reference point for collective bargaining and a roadmap for union actions to address violence and harassment in the world of work.

The report draws on examples of trade union actions at global, national, sectoral and workplace levels. First, it addresses union initiatives, strategies and negotiations immediately prior to and after the adoption of C190 and R206 where the language of C190 and R206 is integrated into workplace policies and collective bargaining agreements (CBAs), as well as global framework agreements (GFAs).

Secondly, it discusses trade union strategies and responses to COVID-19 to protect workers from violence and harassment, taking into account domestic violence as a world of work issue, digitalization, teleworking, third-party violence and harassment (TPVH), responses to the erosion of workers' rights and backtracking on gender equality during the pandemic.

Responses to the COVID-19 pandemic and strategies for recovery added urgency to many of the measures on violence and harassment that were already under way. Unions consequently put greater emphasis on prevention and in negotiating responses to risks arising from COVID-19 as an occupational safety and health (OSH) issue, and in new work situations arising from teleworking/remote working and digitalization.

The research for this report involved the collection of:

- ▶ 249 examples of union initiatives, strategies and negotiations were collected as part of this study, featuring global, national and enterprise level

initiatives and agreements from different sectors, which are discussed in Section 4 and summarized in **Appendix 1**.

- ▶ 31 GFAs, joint commitments and memoranda of understanding (MoUs), containing clauses on violence and harassment, drawn up as a result of negotiations between global union federations (GUFs) and multinational enterprises (MNEs). These examples of global agreements are discussed in Section 5 and summarized in **Appendix 2**. Sixteen of these agreements were signed prior to June 2019 and a further 15 were agreed after June 2019. The recent 15 contain examples of agreements that are aligned with C190. Examples of the agreements and workplace policies can be found in **Appendix 3**. There are some 137 examples, of which 74 are agreements and initiatives on different forms of violence and harassment, including gender-based violence and harassment (GBVH), travel to and from work, and TPVH, and a further 63 examples of agreements and initiatives relating to domestic violence as a workplace issue.

IN 2017, ILO ACTRAV published the report "[Violence and harassment against women and men in the world of work: Trade union perspectives and action](#)", with 32 case studies as an evidence base for the Tripartite Meeting of Experts on Violence and Harassment held in 2016. The case studies showed increasing levels of violence and harassment and examples of how unions were addressing the problem as a gender equality, non-discrimination and OSH issue.

Defining violence and harassment and the scope of this report

Article 1 of ILO C190 defines violence and harassment in the following way:

- a. the term "violence and harassment" in the world of work refers to a range of unacceptable behaviours and practices, or threats thereof, whether a single occurrence or repeated, that aim at, result in, or are likely to result in physical, psychological, sexual or economic harm, and includes gender-based violence and harassment;

- b. the term “gender-based violence and harassment” means violence and harassment directed at persons because of their sex or gender, or affecting persons of a particular sex or gender disproportionately, and includes sexual harassment.

Article 2 is clear that violence and harassment in the world of work occurs in the course of, linked with or arising out of work:

- a. in the workplace, including public and private spaces where they are a place of work;
- b. in places where the worker is paid, takes a rest break or a meal, or uses sanitary, washing and changing facilities;
- c. during work-related trips, travel, training, events or social activities;
- d. through work-related communications, including those enabled by information and communication technologies;
- e. in employer-provided accommodation; and
- f. when commuting to and from work.

Violence and harassment and Freedom of Association

This report refers to examples that occur in respect of the above definitions of violence and harassment in the world of work. It does not refer to violence and harassment related to Freedom of Association (FoA) inflicted against trade union leaders, officials and members in the course of their union activities and in organizing and representing members.

Although it is clear that violence and harassment can happen in the context of the exercise of the right to FoA, this report does not focus on the case of violations regarding FoA. Once ratified, C190 has to be reported upon every six years; whereas for C87 and C98 it is every three years as they are part of the Fundamental Principles and Rights at Work.

The ILO supervisory machinery for international labour standards has other resources and mechanisms – that are quicker and more effective – for monitoring compliance in law and practice of the application of the principle of FoA. This principle is addressed mainly by the following Conventions: C87, C98, C135, C151 and C154.



The lack of ratification of any of these conventions does not prevent an ILO Member State from being brought before the Committee on Freedom of Association.

Thus, when violence and harassment occur, hindering or blocking the possibility to exercise the right to FoA, it is recommended considering the supervisory mechanisms related to violations of the principle of FoA. Further information on this can be found in "[The rules of the game](#)".

The importance of social dialogue in the implementation of C190 and R206

Social dialogue is at the heart of measures to prevent and address violence and harassment in the world of work. Social dialogue, including collective bargaining, is firmly embedded in C190 and R206 (ILO 2020a, 2022b). The Preamble to C190 and several of its articles (Articles 4, 8(b), 9 and 11) refer to the need for consultation with representative employers' and workers' organizations, and Article 12 refers to methods of application and to collective bargaining:

"The provisions of this Convention shall be applied by means of national laws and regulations, as well as through collective agreements or other measures consistent with national practice, including by extending or adapting existing occupational safety and health measures to cover violence and harassment and developing specific measures where necessary".

Social dialogue is one of the most important mechanisms for preventing and addressing violence and harassment ILO 2018a & 2018b, 2019, 2020, 2022; Pillinger & Wintour 2019; Pillinger, Schmidt & Wintour 2016; ILO/OECD 2021. For many unions, C190 has helped to strengthen and uphold the rights of freedom of association and collective bargaining, particularly for workers facing employment insecurity, discrimination, or inequality.

The examples of initiatives, strategies and negotiations show the importance of social dialogue, including collective bargaining, in addressing violence and harassment at multiple levels of bargaining – company-level agreements, multi-company agreements, national and sectoral-level agreements, regional agreements (principally in Europe), and global agreements and joint statements.

Unions are already using the scope and framework of C190 and R206 in their bargaining, even where C190 has not been ratified or is not likely to be ratified in the immediate future. In some cases this has led to a strengthening of the role of social dialogue, leading to a new dynamism in tackling all forms of violence and harassment.

► ITUC campaign for the adoption and ratification of C190

The ITUC “[Stop Gender-Based Violence at Work](#)” campaign was a high-profile worker-led campaign for the adoption of C190. Following the adoption of C190 by the ILC in 2019, the campaign shifted to ratification (“Ratify C190”). The campaign helped to raise global awareness about the problem of gender-based violence and harassment in the world of work in an unprecedented way. It became one of the best-known global campaigns of the labour movement in reaching women workers in many countries across the world.

The ITUC issued campaign resources, guides, and shared resources through a Facebook page, meetings, webinars and coordinated global campaign events several times a year. An important part of the campaign was the collaboration between global unions and strong campaign alliances built with NGOs and feminist organizations. The ITUC has found examples of C190-related campaign activities in 93 countries.

► ITUC survey, 2022

In 2022, the ITUC¹ carried out a survey of its affiliates to gain information on how they have been campaigning for the ratification and implementation of C190 and R206. Initial results were released to mark the second anniversary of C190 coming into force.²

107 affiliates from 79 countries participated in the survey. This included 21 countries and 26 affiliates in Africa; 15 countries and 20 affiliates in the Americas; 13 countries and 23 affiliates in Asia-Pacific; 7 countries and 8 affiliates in the Middle East and North Africa; and 23 countries and 30 affiliates in the Pan-European Regional Council (PERC).

Unions report that as many as 50 countries will ratify C190 in the next two years. It finds that 68% of governments and 42% of employers support ratification of C190.

Most trade unions report that violence and harassment has increased in recent years:

- 7 out of 10 unions surveyed think violence and harassment in the world of work has increased in the last five years.
- 8 out of 10 unions think gender-based violence increased during the COVID-19 pandemic.

Large numbers of trade unions across the world have taken action on C190:

- 97% of unions surveyed are working to secure the ratification and implementation of C190.
- The most important actions reported on were: awareness-raising and training of union members; lobbying of and discussions with governments; partnership and alliances with unions/NGOs/other stakeholders; negotiation of workplace policies and CBAs aligned to C190/R206; research; data collection and documenting workers’ stories. 41% of unions were involved in all of these activities.

¹ <https://www.ituc-csi.org/Workers-Unite-For-The-Right-Of-Everyone-To-A-World-of-Work-Free-From-Violence-And-Harassment>

² <https://www.ituc-csi.org/ITUC-C190-survey>

20 Violence and harassment in the world of work: Trade union initiatives, strategies and negotiations since the adoption of the Convention on Violence and Harassment (No. 190) and its Recommendation (No. 206), 2019

Large numbers of trade unions report engagement in social dialogue and workplace negotiations/ collective bargaining:

- ▶ 91% of unions are engaged in social dialogue to align C190 with national laws and policies.
- ▶ 67% of unions have negotiated workplace policies or CBAs to align with C190 and R206.

Most unions have made good use of ITUC and ILO resources to support their campaigning efforts:

- ▶ Resources most used include: the ITUC Mini-Guide to C190/R206, followed by the ILO C190 guide, ITUC Ratify C190 Newsletters, Global Unions/ C190 training the trainers toolkit; ITUC FAQs; ITUC sample letter for lobbying governments; and ITUC Mini explainers.

► Section 2. The COVID-19 pandemic: union response and recovery strategies

The COVID-19 pandemic had unprecedented and devastating consequences for workers' livelihoods, health and well-being. Quarantines and lockdowns dramatically increased levels of violence and harassment (UN 2020, ILO 2020, 2021; OECD 2020). The pandemic spread through many countries across the world several months after the adoption of C190. Between the adoption of C190 and the first lockdowns, many unions were already campaigning for and engaging in negotiations linked to ratification and implementation. The pandemic focused union priorities on violence and harassment in an unprecedented way, as many of the emergency responses to the health and economic crisis also addressed violence and harassment.

By mid-2020 the pandemic was beginning to have a severe economic and employment impact in many countries and across global supply chains. As a result of lockdowns and other restrictions to trade, up to 255 million jobs in manufacturing were at risk (ILO 2020). In the garments and electronics sectors, job losses and reduced wages and allowances increased women workers' vulnerability to violence and harassment, with lower rates of reporting incidents (IndustriALL/Pillinger 2022).

During this time there was an unprecedented increase in GBVH (UN Women 2020a and 2020b, ITUC/GUFs 2021, ILO 2020a, European Commission 2021, Bastidas Aliaga 2020). The pandemic reinforced the structural gender inequalities and unequal power relations that result from neoliberal globalization (ILO 2020; Pillinger et al. 2022), adding to the barriers faced by women in participating fully in the workplace and in taking active and leadership positions in their unions. In this context, it was stated that "GBVH is perhaps the fiercest form of reprisal to the exercise of the rights to freedom of peaceful assembly and of association for women workers". (UN Special Rapporteur on the Rights to Freedom of Association, 2021).

Women workers experienced much higher levels of economic harm and vulnerability as a result of GBVH. In some sectors, such as the garment sector, women workers were disproportionately affected by job losses, wage theft, low wages and discriminatory employment practices, and the consequences of irresponsible purchasing

practices during the pandemic (AFWA 2021 & 2022, IndustriALL/Pillinger 2022).

The intensification of work and increased production targets, the imposition of long hours and involuntary overtime all negatively impacted workers' health and economic security. Rising levels of violence and harassment, economic insecurity and worsening conditions meant that it was even more difficult for women to report violence and harassment. In Indonesia, for example, a survey carried out in 2021 found that many workers faced extreme forms of hardship and that women were disproportionately affected by the pandemic, socially and economically, while many were unaware of their rights (Bangum, Widana & Emeninta 2021).

The pandemic focused union priorities on violence and harassment, and many of the emergency responses to the health and economic crisis continued to tackle violence and harassment in unions' response and recovery measures. Union strategies have addressed three main impacts of COVID-19 in relation to violence and harassment.

First, while the pandemic impacted workers in all countries, employment insecurity and job losses, and the erosion of workers' rights accelerated from 2020 onwards, and particularly affected low and lower-middle-income countries where social protection systems and labour laws were weak. COVID-19 led to unprecedented job losses and economic insecurity at work.

In India, for example, in global supply chains in the garments and electronics sectors, job losses and reduced wages and allowances increased women workers' vulnerability to violence and harassment and weakened their capacity to report incidents (IndustriALL/Pillinger 2022). Unions pointed to the added risks faced by the majority of informal economy workers who had no access to social protection.

Nearly 60% of women around the world work in the informal economy, with few or no social benefits and no reserves to fall back on in times of crisis, with women in vulnerable forms of informal work being "the most harshly affected" by the pandemic (UNHRC 2020:9). For example, many women workers in markets in Ghana, Kenya and Nigeria faced

▶ The Covid 19 pandemic: trade union response and recovery strategies



- ▶ Nearly **60% of women around the world work in the informal economy**, with few or no social benefits and no reserves to fall back on in times of crisis, with women in vulnerable situations and in the informal economy and in insecure forms of work being “the most harshly affected” by the pandemic.

- ▶ **A new and more urgent focus emerged to new forms of violence and harassment** in the dramatically changed world of work during the pandemic. These included third-party violence and harassment (TPVH) affecting workers providing front-line and essential services, and the impact of digitalization and new patterns of remote and smart working.



- ▶ The pandemic led to even **higher levels of domestic violence, defined as the “second pandemic”**. Cases of women seeking help more than doubled in many countries across the world. With the closure of schools, childcare and services for elderly people, women’s burden of care work increased significantly.

- ▶ In France, when a **32% increase in domestic violence** was recorded by the police in one week, and 36% for the Paris region, the Confédération générale du travail (CGT) called on employers and the Government to put in place measures to protect victims at work and ensure that employers fulfil their responsibilities to guarantee the health and safety of workers and prevent violence.



- ▶ Some unions in South Africa were able to negotiate protections for workers. For example, during the lockdown in 2020, the Southern African Clothing and Textile Workers’ Union (SACTWU), **a strong advocate for the ratification of Violence and Harassment Convention (C190) reached an agreement with employers to guarantee six weeks full pay for 80,000 workers**, the majority of whom were women.

threats to their livelihoods and safety, including rape and sexual harassment (Solidarity Center 2020).

Second, a new and more urgent focus emerged to new forms of violence and harassment in the dramatically changed world of work during the pandemic. These included TPVH affecting workers providing front-line and essential services, and the impact of digitalization and new patterns of remote and smart working.

Unions began documenting the problem and negotiating measures to address the risks of TPVH affecting, for instance, health, social-care and emergency-care workers, workers in retail and commerce, street vendors and market traders, domestic workers and community health workers.

Some of the workers most vulnerable to violence and harassment also experienced a higher risk of exposure to COVID-19, as did workers from minority ethnic, Indigenous and migrant backgrounds (PSI-OU 2021). The pandemic highlighted how the national economy is dependent on a large number of women in front-line, low-paid jobs, providing health, community and other essential services, such as nurses and carers for elderly people, and shop assistants. Importantly, unions also helped to reinforce employers' "duty of care" for their workers during teleworking/remote working (DV@Work COVID-19 Briefings 2020, UN Women 2020b).

Third, **the pandemic led to even higher levels of domestic violence, defined as the "second pandemic" (UN Women 2020a). Cases of women seeking help more than doubled in many countries across the world (UN Women 2019 & 2020a, ILO 2020a, ILO 2020c). With the closure of schools, childcare and services for elderly people, women's burden of care work increased significantly** (Solidarity Center 2020a and 2021a, WIEGO 2020, PSI 2021, European Commission 2020). Women faced much greater difficulties in managing their work-life balance. This led unions to recommend that care policies should reflect trade union and feminist perspectives based on the concept of a caring State and quality public care services (PSI FORSA and NODO XXI 2020).

Global union calls for gender-responsive care policies were incorporated into overall union response and recovery strategies and were linked to the rising levels of GBVH (ITUC 2021, PSI 2021, ITUC/Global Unions 2021).

Union initiatives, strategies and negotiations to protect workers' jobs, incomes and safety

Many of the initiatives agreed before the pandemic became more relevant and urgent during the pandemic. For example, trade unions were involved in drafting the ILO (2018) updated "Guidelines on decent work in public emergency services", which among other areas recommends training, workplace policies, accessible and impartial complaints policies and mechanisms, the integration of violence and harassment prevention into occupational safety and health (OSH) policies and risk assessments of critical incidents, training for managers, and respect for diversity.

In many countries the pandemic influenced national planning, leading to a redirection in government expenditure and international aid (UN Women East and Southern Africa 2021). Women and other vulnerable workers were largely absent from national COVID-19 taskforces established in many countries to address responses and recovery from the pandemic (UN Women 2021).

Many unions were determined to ensure that violence and harassment did not slip off workplace agendas, and some agreements were updated or renewed to reflect the new challenges arising from the pandemic. For example, in the health sector, unions highlighted the urgent need to address the shortage of health and social care workers across the world, along with the risks they faced in providing front-line services during a pandemic. By 2020, a shortage of health-care professionals, such as doctors, nurses and health-care assistants was reported in most EU Member States, leading to higher levels of work pressure and stress, adding to risks of violence and harassment (European Commission 2020, EPSU 2022). The shortages of health-care personnel became acute in many developing countries (PSI 2020).

During this time, unions reported on the catalytic effect that high-profile #MeToo cases were having in their countries. In Denmark, for example, the #MeToo movement took hold in 2020 after the TV presenter Sofie Linde gave a speech about her own experiences of sexual harassment when she hosted a televised award show. The January 2022 #MeToo scandal in the entertainment sector in the Netherlands in the popular "The Voice of Holland" programme, where several young women alleged

to have been sexually harassed and abused, led to the Government taking action to ratify C190 and introduce new legislation related to coercion that will ensure that the lack of explicit consent will be regarded as rape.

In Benin, a high profile #MeToo case by a well-known media personality and news reporter, Angéla Kpeidja, and a video that went viral on social media showing a male university professor beating his wife, led to the Government taking immediate action to amend the law on violence against women. This helped strengthen the campaign by the Benin trade union confederation, COSI, for the ratification of C190 and to ensure explicit reference to the workplace in the proposed law on violence.

Union initiatives, strategies and negotiations to end violence and harassment continued to gain importance during the pandemic as part of union initiatives to protect workers jobs, incomes and safety. Many unions sought to ensure that violence and harassment were addressed in COVID-19 response and recovery measures (IUF 2020, ILO 2019 & 2020a, ITF 2020a, ITUC/GUFs 2021, European Commission 2021). Although communications, awareness-raising and training had to adapt to the realities of social distancing and lockdowns with webinars, online events and meetings becoming the norm, having the advantage of reaching a much wider group of workers in an increasingly digitally connected world.

The ILC 2021 resolution set out a global call to action for a human-centred recovery from the COVID-19 crisis (ILO 2021), calling for a transformative agenda for equality, diversity and inclusion across the public and private sectors, aimed at eliminating violence and harassment in the world of work and discrimination on all grounds.

Some countries responded with new laws to address the employment, economic and/or gendered effects of the crisis. In Spain, for example, urgent measures on gender equality in employment were introduced through new regulations on mandatory equality plans in companies with over 50 employees, including measures to address GBVH, to be negotiated with unions.

In Australia, the National Inquiry into Sexual Harassment in Australian Workplaces (AHRC 2020) recommended that the Government ratify C190, including a broad definition of violence and harassment, ensuring the implementation of positive

duties on employers to prevent violence and harassment, and recognizing the importance of addressing gender inequality and discrimination in preventing sexual harassment (AHRC 2020).

Many unions intensified their advocacy and collective bargaining to ensure that workers were not further disadvantaged by the pandemic, including negotiations for proactive COVID-19 response and recovery measures (ITUC/GUFs 2021). Much greater emphasis is now being given to addressing risks of violence and harassment, including psychosocial risks (ETUI 2021). IndustriALL's research on risks of GBVH in the mining, garments and electronics sectors helped to form the basis for building trade union action, organizing and negotiations on prevention to effect change at workplace, national and global levels (IndustriALL/Pillinger 2022).

These risks include gender power inequalities and risks in female- and male-dominated sectors, including a culture of impunity and victim blaming; precarious contracts, employment insecurity, low pay and poor working conditions; production pressures leading to verbal harassment and abusive practices; and ineffective workplace policies and complaints mechanisms. Further risks arise when travelling to and from work, especially at night, and in relation to the absence of policies and awareness about the work-related impact of domestic violence.

Technological changes, coupled with globalization, made these issues all the more urgent in the light of digital transitions and artificial intelligence, including women's access to expanding digital economies and ICT jobs (UNHRC 2020).

During the pandemic, unions also negotiated and advocated for protections against job losses, pay cuts, deterioration of working conditions and employment security – many of these being factors that increase the risks of violence and harassment.

For example, COVID-19 had a devastating effect on workers' livelihoods and job security in the garment sector. Unions in Bangladesh reported that workers endured heavier workloads and longer working hours, in some cases up to 18 hours a day (IndustriALL/Pillinger 2022). This working environment led to significant increases in stress and work pressure, higher levels of violence and harassment, and greater risks for women travelling home at night. While some unionized factories agreed measures on safe transportation, such as company-provided buses, most workers in non-unionized

factories faced daily risks of violence, abuse and, in some cases, rape, during their travel to and from work.

Lower levels of staffing, including workers off sick with COVID-19, led to more workers being expected to work at the night. In several factories, unions are discussing strategies with employers in order to address this deteriorating situation. In response to high-profile reports of sexual assault against garment workers during the pandemic, women garment workers in Bangladesh took to the streets to demand increased workplace protections including ratification of C190.

Strategies adopted by unions during the pandemic often used C190 as a tool to advocate for strengthened laws and obligations on employers.

In France, when a 32% increase in domestic violence was recorded by the police in one week, and 36% for the Paris region, the Confédération générale du travail (CGT) unions called on employers and the Government to put in place measures to protect victims at work and ensure that employers fulfil their responsibilities to guarantee the health and safety of workers and prevent violence (CGT 2022).

In many countries campaigns for the ratification of C190 continued to gain strength. For example, women in the the Middle East and North Africa mobilized in an unprecedented way to demand that governments ratify C190, many arguing that the Convention has helped to bring legitimacy to union collective bargaining claims and to bring violence and harassment in the world of work out of the shadows (IndustriALL 2021).

Union measures that have addressed the unequal impact of the pandemic on groups facing vulnerabilities, including women, as both a challenge and an opportunity to ensure gender-responsive and intersectional approaches to recovery. Global unions played a strategic role, calling for measures to address the vulnerabilities faced by all workers,



Trade unions demonstrate unity at a march in France on the occasion of the nationwide strike on October 4, 2005. © Marcel Crozet/ILO

alongside the need to ensure gender-responsive measures that take account of women's care work. In this regard the Joint Statement by the ITUC, UNI, PSI, EI, IDWF and WIEGO demanded government action "to build more inclusive, accessible, resilient, and caring economies" (ITUC et al. 2020).

Other issues addressed included enabling women to take early maternity leave for and/or expanded sick/family responsibility leave for workers taking care of the sick and elderly. In the education sector in South Africa, COSATU called for clear policies and procedures for protecting learners, teachers and support staff in schools, including ensuring proper sanitation and safe access to water. They called for all workers, including informal and precarious workers, to have access to social protection.

Some unions in South Africa were able to negotiate protections for workers. For example, during the lockdown in 2020, the Southern African Clothing and Textile Workers' Union (SACTWU), a strong advocate for the ratification of C190, reached an agreement with employers to guarantee six weeks full pay for 80,000 workers, the majority of whom were women (Solidarity Center 2022).

For many unions, despite the challenges, C190 has been catalytic in ensuring that violence and harassment continued to be part of the COVID-19 response and recovery. For example, IUF proposed a gender-responsive approach as necessary in addressing the impact of COVID-19 on women (IUF 2020, 2021).

PSI stressed that COVID-19 response and recovery strategies must be linked to the provision of quality healthcare for patients and users, with decent and safe work, including the right to work in dignity and free from stress. The PSI's "Safe Workers, Save Lives" campaign was initiated in response to the pandemic. PSI also called for policy responses to the pandemic to include the re-building of the social organization of care, along with the provision of financial assistance and social protection for parents and caregivers (PSI 2021).

IndustriALL, in accordance with the Charter of Solidarity, worked closely with affiliated unions in the textile and garment sector to identify brands and retailers that had failed to pay for orders or exercise due diligence in managing their supply chains, resulting in abuses of fundamental human rights.

ITF's 2020 strategy on COVID-19 called on employers, governments and investors to take steps to ensure that the increase in violence against women is not perpetuated or intensified.

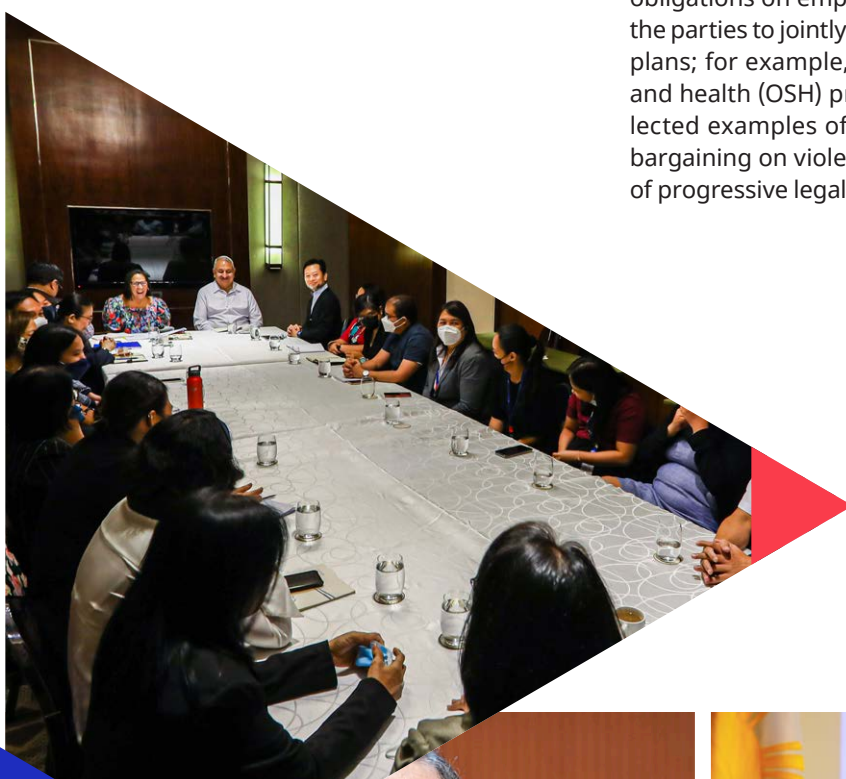
Section 3 explores legal perspectives on the ratification and implementation of C190, the timing for which proved to be of critical importance in implementing strategies and responses to rising levels of violence and harassment during the pandemic.

► Section 3. Legal perspectives on ratification and implementation of C190

For many unions, C190 and R206 offer an important blueprint for new legal frameworks (ILO 2020) and have helped frame union advocacy for legal reforms. These became particularly important during the pandemic. The scope and coverage of C190 have helped to give visibility to the issue of violence and harassment in the world of work and added legitimacy to union negotiations with employers.

Role of the law in strengthening collective bargaining on violence and harassment

The introduction of new legislation has strengthened collective bargaining on violence and harassment, particularly where laws specify clear obligations on employers and/or requirements for the parties to jointly negotiate agreements or action plans; for example, as part of occupational safety and health (OSH) programmes. Box 1 provides selected examples of countries that have increased bargaining on violence and harassment as a result of progressive legal reforms.



► **Box 1: Selected examples of laws addressing violence and harassment**

In **Japan**, a 2019 law (amendments No. 24/2019 to the employment measures law no. 132/1966), addressed the problem of tackling power harassment (workplace bullying) and sexual harassment. It put new obligations on employers, which have been included in CBAs. In addition, under the Comprehensive Labor Policy Promotion Act (No. 24 of 2019 (Reiwa)) employers are required to have a policy to prevent harassment in the workplace.

On 1 June 2020 new rules against sexual harassment and harassment related to pregnancy, childbirth and childcare leave entered into force. These provisions have helped to frame company-level bargaining as a mechanism to implement the law. Unions have provided bargaining guidance on this, including model policies.

In **India**, the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 places an obligation on employers to establish internal complaints committees (ICCs) on sexual harassment. This law has helped unions negotiate clauses on ICCs in CBAs, awareness and training programmes on understanding violence and harassment and how to handle complaints effectively.

In some cases, unions have played a proactive role in providing training for committee members and raising awareness among workers, which has helped to break the silence about workplace harassment.

In **Canada**, amendments to the Labour Code and accompanying Workplace Harassment and Violence Prevention Regulations came into force in 2021. The measures are aligned to the C190 provisions on workplace policies, prevention policy and risk assessment, and domestic violence.

The Labour Code provides for the right to 10 days leave per year for victims of domestic violence, of which 5 days are paid. The Regulations also refer to the vulnerabilities faced by and protections for women, men, Indigenous people, LGBTQ2+ people, people with disabilities.

In addition, from January 2021, employers working in a federally regulated industry or workplace have to draw up a workplace harassment and violence prevention policy. CUPE (2021) and PSA (2020) issued detailed guidance and information for negotiators to ensure the full implementation of the regulations and in this way the role of collective bargaining in preventing violence and harassment has been strengthened.

In **France**, new obligations on employers came into force on 1 January 2021, with stronger measures against sexual harassment and sexist behaviour. This includes an obligation to provide information in the workplace on sexual harassment and sexist behaviour, including on civil and criminal litigation claims and the contact details of the competent authorities, such as the labour inspector or occupational health doctor. Unions have been able to negotiate specific clauses in equality action plans and in CBAs with companies with over 250 employees.

In smaller companies, the employer must designate a named equality or human resources person who is responsible for guiding, informing and supporting employees in the fight against sexual harassment and sexist behaviour. In the civil service, on example, compulsory measures are included in professional equality action plans, with obligations for employers to establish a system for reporting, dealing with and monitoring sexual violence, harassment and gender-based harassment.

► **Box 1 (cont'd)**

In **Viet Nam** an amended Labour Code was agreed and implemented in 2021, providing employees with better protection from sexual harassment and discrimination. Employers have an obligation to develop internal regulations and implement solutions to prevent sexual harassment at their workplaces. The government-issued Decree 145/2020/ND-CP contains guidelines about addressing sexual harassment in the workplace. Sexual harassment is defined as physical, verbal or non-verbal harassment such as body language, display of sexual activity directly or electronically.

The workplace is defined as anywhere where the employee actually works including work-related locations such as social activities, workshops, business trips, phone conversations and travel to and from work. This builds on existing collaboration between the tripartite partners (Ministry of Labour, the Viet Nam Chamber of Commerce and Industry and the Viet Nam General Confederation of Labour) who jointly agreed a Code of Conduct on sexual harassment in 2015.

Buoyed by the ITUC global campaign “Ratify C190” and national union campaigns in over 90 countries (ITUC 2022³, Pillinger et al. 2022), unions have a powerful instrument in their hands to argue for legal reforms and new responsibilities for employers. From a legal perspective, unions have contributed to processes for ratification of C190 by identifying gaps in the law.

Several unions have been involved in research and mapping of national legal frameworks on violence and harassment, and in advocacy for legal change. The ratification process was also an opportunity to engage in dialogue with governments about the scope of the law and to ensure it would be in line with, or in some cases, go beyond the minimum standards set out in C190.

For example, the International Domestic Workers’ Federation (IDWF) mapping of existing legal protections in Latin America helped to identify gaps in the law relating to protection for domestic workers from violence and harassment, as a basis for its advocacy with governments. PSI carried out regional mapping exercises to identify legal reforms needed to fully implement C190.

Regional studies in Africa (PSI 2019), Inter-Americas (ISP 2020) and Europe (EPSU 2020) helped trade unions to identify where legal reforms would be needed to ensure the ratification and implementation of C190. In South Asia a priority was put on the vulnerabilities faced by community health workers during the pandemic, and their

heightened risks of violence and harassment, including strategies to address these risks.

The PSI Inter-Americas study (ISP 2020) mapped national legislation, labour laws, State-level laws and public service statutes; government protocols and guides; as well as trade union actions, including collective bargaining agreements from public-sector trade unions in five Latin American countries – Brazil, Chile, Colombia, El Salvador and Peru.

With reference to the public sector, the report notes that the possibilities to denounce acts of violence and harassment in the world of work are significantly reduced when employment contracts need to be renewed on a regular basis, and more so when the decision to renew the contract depends on a superior who might be associated, directly or indirectly, with the act in question. The regional studies also helped PSI to identify where to target resources for public-service unions engaging in CBA negotiations on violence and harassment.

In 2021, as part of the process for ratification in the United Kingdom, the TUC and affiliated unions called for stronger laws to protect workers from sexual harassment and victimization. TUC surveys showed that one in two women workers experience sexual harassment and two in three LGBTI workers (TUC 2021). The TUC, as part of a broad alliance of affiliated unions and NGOs launched the campaign #ThisIsNotWorking and called for new legal duties on employers to end sexual harassment, putting the

3 ITUC (2022) Workers Unite For The Right Of Everyone To A World of Work Free From Violence And Harassment: #RatifyC190. Brussels, ITUC. <https://www.ituc-csi.org/Workers-Unite-For-The-Right-Of-Everyone-To-A-World-of-Work-Free-From-Violence-And-Harassment>

▶ Legal perspectives on ratification and implementation of C190



- ▶ In **Viet Nam** an amended Labour Code was agreed and implemented in 2021, providing employees with better protection from sexual harassment and discrimination. Employers have an obligation to develop internal regulations and implement solutions to prevent sexual harassment at their workplaces.

- ▶ In **Argentina**, unions played an active role in both the campaign for the ratification of C190 as well as in the institutional tripartite structures during the process for ratification. The Law No 27580-approving ratification of C190 was adopted on 15 December 2020 by the Ministry of Labour, Employment and Social Security.



- ▶ In **Italy**, the three main union confederations (CGIL, CISL, UIL) also played an active role in the campaign and in the processes for ratification of C190, in alliance with cross-party parliamentarians and civil society groups. Unions played an active role in the permanent tripartite Committee of the Ministry of Labour and in the drawing up of the bill that allowed for the ratification of C190.

burden of proof and the responsibility on employers to prevent and end sexual harassment.

Ratification of C190 is seen as an opportunity to benchmark progress and to hold the Government to account. In addition, the TUC lobbied the Government to introduce duties on employers regarding domestic abuse, and although legal reforms did not go as far as unions would have liked, the enactment of the 2021 Domestic Abuse Act for the first time did refer to the role of employers in supporting survivors of domestic abuse at work. The public-service union, UNISON, led a campaign with other unions, successfully extending domestic abuse protection orders to cover the workplace in the same law.

In France, law No. 2021-1458 of 8 November 2021 authorized the ratification of C190. A joint trade union platform of demands is aligned with and extends the obligations on governments contained in C190, in relation to workplace policies, risk assessment, mitigating the risks of domestic violence, and protection of workers. Along with calls for compulsory bargaining in companies on violence and harassment, the following four key demands were made:

- ▶ to introduce a legal obligation on employers to draw up prevention plans and training to address gender-based and sexual violence, with sanctions for non-compliance. According to the CGT, 80% of employers have not implemented these plans;
- ▶ to give legal rights to victims of domestic violence at work covering protection, adjustments to work schedules, 10 days paid leave to attend legal or other social obligations, options for geographic relocation, protection against dismissal and medico-social and psychological care of victims free of charge;
- ▶ to guarantee the effectiveness of the right of all victims to be supported and protected by companies, for example, by extending training and resources to company-based employee advocates and advisors, and to provide counselling for workers experiencing GBVH free of charge;
- ▶ to provide, under France's 2017 due diligence law,⁴ the strengthening of the obligations on French companies by including an obligation to identify, prevent and respond to the risks of GBVH in their supply chains.

In making these demands for legal reforms, French unions along with feminist organizations were very active in holding regular manifestations under the www.stopviolencestravail.org, issuing a petition and joint union letters to government ministers and members of the National Assembly and the Senate, and holding meetings with government representatives. Alliance building was an important part of the wider campaign #NousToutes, created by CGT and two global NGOs, CARE and Action Aid (CGT, Action Aid *et al.* 2020). Trade union and civil society leaders across France, including, Action-Aid *Peuples Solidaires*, and CARE France, among others, wrote a letter to the President of France on 21 June 2020 (CGT *et al.* 2020). CGT drew up a detailed Toolkit "*Combattre les violences sexistes et sexuelles*" giving information about the law, collective agreements, and guidance to trade unions about how to campaign for and negotiate CBAs on violence and harassment (CGT 2021).

Tripartite consultations

Aside from formal processes of consultation at the national level for the ratification of C190, institutionalized tripartite consultation structures have addressed responses to and recovery from COVID-19. Tripartite consultations were held in some countries, as part of existing national tripartite mechanisms, enabling unions, for example, to have an influence in COVID-19 task forces and strategies established by governments. Examples are given here from three countries that have ratified C190: Argentina, Italy and South Africa.

- ▶ In Argentina, unions played an active role in both the campaign for the ratification of C190 as well as in the institutional tripartite structures during the process of ratification. The Law No 27580 approving ratification of ILO C190 was adopted on 15 December 2020 by the Ministry of Labour, Employment and Social Security. A further important initiative carried out by the Tripartite Commission for Equal Opportunities was a survey documenting the effects of the pandemic on women's employment, focusing mainly on the most feminized sectors of activity. It showed that COVID-19 highlighted and further deepened inequalities in the labour market, adversely affecting the most feminized and most exposed sectors of activity, and those who are more vulnerable in informal work. The report highlighted the work of trade unions to reach agreements to

⁴ La loi no. 2017-399 du 27 mars 2017 relative au devoir de vigilance des sociétés mères et entreprises donneuses d'ordre.

- support workers affected by COVID-19, including payments to cover up to 75% of the salary of workers on sick leave or in quarantine and an Emergency Family Income.
- ▶ In Italy, the three main union confederations (CGIL, CISL, UIL) played an active role in the campaign and in the processes of ratification of C190, in alliance with cross-party parliamentarians and civil society groups. Unions played an active role in the permanent tripartite Committee of the Ministry of Labour and in the drawing up of the bill that allowed for the ratification of C190. Since the ratification of C190 in 2021, unions have continued to play an active role in organizing meetings and lobbying the Chamber of Deputies and the Senate. In 2022, with the recovery from COVID-19 underway, the tripartite process continued to discuss reforms, including a proposal by the unions to include “harassment” as a crime in civil and penal laws. It is also likely that amendments will be made to the Italian consolidated law concerning health and safety at work. Unions have called for clear laws that set out workers’ rights and responsibilities, and employers’ obligations to prevent and address violence and harassment, including the enforcement of duties related to psychosocial risks of violence and harassment.
 - ▶ In South Africa, the Government’s national centre on gender-based violence reported 120,000 cases of violence in the first three weeks of the lockdown in 2020. The President of South Africa established a rapid response Task Force on COVID-19 under the auspices of the national social partner body, the National Economic Development and Labour Council (NEDLAC). Unions used this as an opportunity to ensure a gender-responsive approach and to ensure that violence and harassment and the ratification of C190 were included in the NEDLAC remit. Union advocacy took place through a high-level NEDLAC (2020) webinar held on 29 August 2020. COSASTU and FEDUSA both called for a fast-track ratification process of C190.
 - ▶ In other countries where ratification has not yet taken place, unions are involved in tripartite discussions. For example, the Zimbabwean trade union centre, ZTUC, has been an active participant in the Tripartite Negotiations Forum for the ratification of C190, and has plans to support unions to include violence and harassment in CBAs. In some countries, for example in Denmark, recent tripartite consultations have focused on strengthening legislation on violence and harassment with more robust obligations on employers. A further example of tripartism is the development in Jordan of the “National Strategy for the Elimination of Violence and Harassment in the World of Work” drawn up by the Government, with the involvement of unions, employers and civil society organizations (CSOs).⁵

5 See [ILO in Jordan, private sector employers explore violence and harassment prevention](#) and [ILO, partners outline plan aimed to eliminate workplace violence, harassment | Jordan Times](#)

► Section 4. Initiatives, strategies and negotiations on violence and harassment

This section examines the initiatives, strategies and negotiations on combating violence and harassment that were put in place by and with unions after the adoption of C190 and during the pandemic.

A total of 249 examples were collected as part of this study (45 from Africa/MENA 40 from Asia-Pacific, 39 from the Americas, 97 from Europe and 26 at global level). They present promising practices since the adoption of C190 and in response to COVID-19. A summary can be found in table 1.

► **Table 1: Summary of initiatives, strategies and negotiations by theme and region (since June 2019)**

Type	Africa/MENA	Asia-Pacific	Americas	Europe	Global	Total
1. All forms of violence and harassment	9	9	7	10	0	35
2. GBVH, sexual harassment and gender-based violence	7	5	4	14	3	33
3. Vulnerable groups: Informal economy, domestic and migrant workers	5	2	1	2	0	10
4. Internal union policies on violence and harassment	3	0	4	3	1	11
5. Occupational safety and health	2	1	4	3	5	15
6. Third-party violence and harassment	1	5	2	17	2	27
7. Digitalization, cyber harassment, platform/gig economy workers	3	0	1	6	2	12
8. Remote working/teleworking	0	0	2	10	2	14
9. Travel to and from work	3	0	0	3	0	6
10. Domestic violence at work	3	10	8	21	0	42
11. Training, awareness-raising, guidance	10	7	7	9	11	43
Total	46	40	39	98	26	249

A more detailed summary of each example can be found Appendix 1. GFAs, joint commitments and MoUs negotiated between global unions and multinational enterprises are discussed in Section 5. Examples under these 11 types of violence and harassment are presented below.

1. All forms of violence and harassment

C190 has been a progressive development for worker's rights. It has strengthened collective bargaining on effective workplace procedures, prevention, risk assessment and support for victims of violence and harassment. A growing number of unions are negotiating clauses on all

▶ Initiatives, strategies and negotiations on violence and harassment



▶ 1. All forms of violence and harassment

In Türkiye, a model agreement drawn up by the Confederation of Turkish Real Trade Unions (HAK-İŞ), covers all forms of violence and harassment, (2021) in line with the definitions and scope set out in C190 and R206, and is currently being used as a framework for negotiation of new agreements in several sectors, including the garment sector.

▶ 2. Gender based violence and harassment (GBVH), sexual harassment and gender-based violence

In Belgium, a code of conduct for bargaining to end GBVH was drawn in 2020 up for all sectors (CSC-AVC), and is supported by guidance and information materials addressing the impact of COVID-19 on women essential workers and telework.



▶ 3. Vulnerable groups: Informal economy, domestic and migrant workers

In Pakistan, the Homebased Women Workers Federation, drew up an MoU with the public authorities to address the need for social protection for workers and the increasing levels of GBVH during the pandemic (2021).

▶ 4. Internal union policies on violence and harassment

The European Trade Union Confederation (ETUC) drew up a code of conduct for meetings, events and courses, which was adopted by the ETUC Executive Council meeting on 8-9 March 2020. It sets out a policy and procedure relating to the ETUC Congress, Steering, Executive and other committee meetings, training and other events.



▶ 5. Occupational safety and health

Ireland: Workplace bullying is addressed as an occupational safety and health issue under the Safety, Health and Welfare at Work Act, and an updated OSH code on the prevention and resolution of workplace bullying was published in 2021 by the Health and Safety Authority and the Workplace Relations Commission, following consultations with trade unions and employers.

▶ 6. Third-party violence and harassment

Health care unions in the Philippines negotiated new measures and raised awareness about TPVH faced by nurses during the pandemic. The Alliance of Filipino Workers drew up a strategy to address the problem, and along with other health unions has called for improved safety, security and protection measures for health workers in response to COVID-19.



► Initiatives, strategies and negotiations on violence and harassment (*cont'd*)



► 7. Digitalization, cyber harassment, platform/gig economy workers.

In Peru, the National Association of Journalists of Peru (ANP) has addressed cyber harassment of women journalists through meetings, training on digital security and legal support for women journalists.

► 8. Remote working/teleworking

In Spain, guidance for negotiators has been produced by the CCOO about the new law on teleworking (2020) and employers' duty to carry out risk assessments and prevent violence and harassment during remote working.

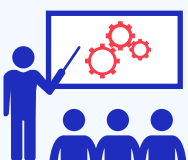


► 9. Travel to and from work / commuting

In Georgia, a union initiative to ensure safe transportation for retail workers helped secure their safe travel during lockdown and led to changes in the law putting obligations on employers to provide safe transport.

► 10. Domestic violence at work

Argentina: Law 10318/2016, Regulation 1295/16 in the province of Córdoba, Argentina, includes a leave entitlement for gender-based violence in the family or workplace of up to 30 days renewable for Provincial State workers (teachers, health workers and workers in public administration). The law states that this leave can enable workers to recover from physical and/or emotional injuries and assaults and to obtain specialist legal and other support.



► 11. Training, awareness-raising, guidance

- In Costa Rica, online training on female leadership and addressing GBVH was undertaken in partnership with the ILO (CTRN).
- In Nicaragua, awareness-raising with domestic workers (FETRADOMOV/SITRADOTRANS) was undertaken.
- In Peru, unions collaborated to undertake training and awareness-raising (CGTP, CATP, CUT).

forms of violence and harassment in CBAs, or are planning to do so for the first time. The pandemic led to a dramatic rise in violence and harassment, particularly third-party violence and harassment, digital forms of harassment, and domestic violence. Added reasons for the increased attention to negotiations on violence and harassment include better awareness of the problem, the adoption of C190 and the visibility given to it by the ILO, the global and national campaigns #RatifyC190, increased presence of women in union leadership and negotiating positions, and the strategic priorities of global and national unions to end violence and harassment in the world of work.

The language of C190 and R206 can be used in negotiations for workplace policies and CBAs, even if C190 is not ratified. Many unions began lobbying employers and referencing C190 in negotiations as soon as C190 was adopted in 2019, drawing on definitions in Article 5 and measures in Article 12 of the Convention, along with the recognition of fundamental principles and rights at work, namely freedom of association and the effective recognition of the right to collective bargaining to prevent and

eliminate violence and harassment. In particular, the integrated definition of violence and harassment has resulted in more holistic agreements, compared to those adopted prior to C190, where the vast majority only referred to sexual harassment. An increasing number of agreements are aligned with and draw on the language of C190 and R206, with provisions on all forms of violence and harassment, including GBVH, third-party violence and harassment, and prevention of violence and harassment in OSH, and in relation to psychosocial risks in the world of work.

Appendix 1.1 gives 32 examples that address all forms of violence and harassment, which are summarized in table 1. These examples were agreed after the adoption of C190 in June 2019. Although the great majority of these initiatives took place after the onset of the COVID-19 pandemic, many were already in preparation following the adoption of C190. Several agreements make specific reference to C190 and/or the language of C190 and R206, including GBVH. Some address TPVH and travel to and from work and others include specific provisions on domestic violence.

▶ Table 1: All forms of violence and harassment	
Africa/MENA	<ul style="list-style-type: none"> ▶ A three-year CBA was agreed in the garment sector in Jordan (2019) (JTGCU); sexual harassment is one of the cross-cutting themes in the 5-year union plan (2020–2025) in the garment sector. ▶ In Kenya, CBAs were concluded in the hotel sector, and although negotiations were halted during the pandemic, they resumed in 2022 and aligned with C190 (Kudheihia). ▶ In Malawi, C190 has been used as a framework for CBAs concluded in the hotel and agriculture sectors (IUF affiliates, 2020–2022). ▶ In Senegal, the cross-sectoral National Inter-Professional Agreement, involving five confederations in Senegal was agreed just after the adoption of C190. It refers to C190 and draws on its definitions and scope (2019). ▶ The ratification of C190 in South Africa resulted in the updating of the Code of Good Practice on the Prevention and Elimination of Harassment in the Workplace on 18 March 2022. Unions contributed to consultations in ensuring that the updated Code drew on the framework and language of C190 and R206, but should not be a replacement for strong laws. ▶ In South Africa, in the automotive industry a joint Industry Equality and Diversity Forum, established in 2021 with the aim to use framework of C190 in enterprise bargaining, covering all forms of violence and harassment, including GBVH.

▶ Table 1 (cont'd)	
Asia-Pacific	<ul style="list-style-type: none"> ▶ In Australia, an agreement in the transport sector includes addresses all forms of violence, harassment and discrimination, and includes training and awareness programmes and disciplinary procedures (RTUB, 2021). ▶ In Bangladesh, clauses on the establishment of anti-harassment committees, including training of committee members, have been signed in several garment factories (BGIWF, SGSF), including in the ground-breaking CBA in 2020 in the Hop-Lun factory (HLALSSU), which ensured that workers received a pay increase at a time when orders were uncertain and garment workers were being laid off (box 2). ▶ In Cambodia, CBAs have been signed on all forms of violence and harassment in the garment sector including a ground-breaking agreement that used the language of C190 (FTUWTKC, 2021). ▶ In India, a CBA led to the establishment of a complaints committee in the factories of a large electronics company (2020). ▶ In Indonesia, company and multi-company bargaining agreements, including training for employers and unions, have been concluded in the medical, garments and agricultural sectors (KSPI, KSBSI) (2020, 2021). These agreements address harassment and sexual harassment in over fifty companies in Central and West Java in tea plantations and the garment sector, some of which include clauses on travel to and from work and training for workers and managers. These negotiations continued during the COVID-19 crisis. ▶ In Japan, industry-wide bargaining on violence and harassment has been successfully implemented, and is supported by a guide book (UA Zensen) (2021). ▶ In the Philippines, agreements using the framework of C190 have been concluded in transport, construction, metals, logistics and education sectors with the support of ITUC-AP (2020 & 2021). ▶ In Türkiye, a model agreement drawn up by HAK-İŞ, covers all forms of violence and harassment in line with the definitions and scope set out in in C190 and R206 (2021), and is currently being used as a framework for negotiation of new agreements in several sectors, including the garment sector.
Americas	<ul style="list-style-type: none"> ▶ In Brazil, an agreement has been concluded in the public and private health sector (SEEB), and commissions to prevent sexual harassment have been established with unions across the private sector (2020). ▶ In Canada, a historic round of bargaining in the public and private sectors has successfully implemented new government regulations on all forms of violence and harassment (PSCA 2020). ▶ In Chile, a Protocol for Handling Complaints on Sexual Harassment, Work Harassment and Arbitrary Discrimination was drawn up by the University of Chile (2019). ▶ In El Salvador, a draft policy negotiated in the garment sector on all forms of violence in 2021 also addresses prevention and psychosocial risks (FEASIES). ▶ In Colombia, a CBA covering the prevention of sexual harassment and other forms of violence was agreed with seven unions in the public sector (2021). ▶ In Ecuador, in the public services, a national dialogue was held in 2021 on C190 and prevention of violence and harassment (CEDOCUT); and a protocol is under discussion in a higher education institution in 2022.

▶ Table 1 (cont'd)	
Europe	<ul style="list-style-type: none"> ▶ In Bulgaria, agreements have been signed in the transport sector covering all forms of violence and harassment, with a strong focus on GBVH; and advocacy and awareness-raising has been carried out on C190 (FTTUB). ▶ In Cyprus, the Government introduced a Code of Conduct on Preventing and Combating Harassment and Sexual Harassment in 2019. On this basis employers and unions (SEK and PEO) signed a code of conduct for sexual harassment in the workplace, with the view to incorporating it into CBAs. ▶ In Germany, a CBA on cooperative behaviour addresses bullying, discrimination and sexual harassment in the banking sector (2021). ▶ In Italy, a cross-sectoral framework agreement signed between national unions and employers' organizations in 2016 led to hundreds of recent agreements at company, territorial and national levels, some of which address the impact of the pandemic. An example of an agreement drawing on the 2016 framework agreement is one in the water sector in Sicily, which led to a procedure for handling and investigating complaints (2019). ▶ Also in Italy, the UIL confederation expanded their network of "listening centres", to provide victims of harassment and violence with assistance, information, and legal, psychological and health support, during the pandemic. ▶ In Spain, in the insurance sector an agreement in 2021 addresses all forms of violence and harassment, including challenges arising from digitalization and remote working during the pandemic (CCOO, UGT). ▶ In the transport sector in the United Kingdom, UNITE has drawn up proposals to tackle violence and harassment in the bus sector, and positive outcomes were achieved in negotiations in relation protections for staff from COVID-19 in the rail sector (2021). ▶ Joint actions have been agreed through European Works Councils (EWCs) and the institutionalized processes for the European sectoral social dialogue, for example, in urban transport (2020), education (2020, 2021), public services (2021, 2022), energy (2021), finance, commerce and banking (2022).

▶ **Box 2: Collective bargaining agreement in the garment sector, Bangladesh**

Sommilito Sramik Union (HLALSSU) signed a ground-breaking CBA with the management of Hop Lun Apparels Ltd on 6 June 2020, covering two thousand workers. Hop Lun is a supplier for three global brands that have concluded GFAs with IndustriALL. The agreement was important in protecting workers from the impact of COVID-19 and lockdown, at a time when many garment workers were losing jobs as a result of cancelled orders and forced redundancies. Following consultations with Hop Lun workers, HLALSSU and SGSF drew up a 24-point Charter of Demands. Not only did workers retain their jobs and receive a 10% pay rise, but the management ensured their safety throughout the pandemic. The CBA established the company's anti-harassment and prevention of violence measures, which include training on the handling of cases of violence and harassment and establishing an anti-harassment committee (AHC). Particularly successful has been the joint approach leading to training for all committee members from workers and management. According to union representatives in the factory, holding regular monthly meetings, along with training, has helped them ensure that the AHC works effectively. (IndustriALL/Pillinger 2022)

2. GBVH, sexual harassment and gender-based violence

Ending GBVH remains a key trade union priority. It is an issue that mobilized unions across the world prior to the pandemic, particularly as a result of the much greater visibility given to the problem from the #MeToo and other movements across the world and the #EndGBV and #Ratify C190 campaign led by the ITUC (Pillinger et al. 2022). In some countries, campaigns for the ratification of C190 and greater visibility given to the issue in the media and in union strategies has allowed women workers to speak out about sexual harassment for the first time.

Appendix 1.2 provides 32 examples of initiatives, strategies and negotiations on GBVH, with specific reference to GBVH, sexual harassment and gender-based violence since the adoption of C190.

A summary of these initiatives, strategies and negotiations on GBVH is given in table 2 below.

Although many agreements refer to all forms of violence and harassment including GBVH, the agreements listed here are specifically on the subject of GBVH. Several also refer to domestic violence as a workplace issue, as documented in more detail in table 10.

► Table 2: Gender-based violence and harassment

<p>Africa/MENA</p>	<ul style="list-style-type: none"> ▶ In Lesotho, landmark agreements to address GBVH with a Code of Practice and independent complaints procedures with one supplier in the garment sector, signed in July 2019, drew on the language of C190 (IDUL, UNITE and NACTWU); GBVH is part of the recognition agreement signed with further supplier in 2020 (IDUL). ▶ In Malawi, a workplace policy was agreed in the agriculture sector (SPAWUM, 2021) and a joint union statement condemned GBVH following shocking reports of serious GBVH (2021). ▶ In Morocco, CBAs with clauses on GBVH have been signed in the garment sector (NTTC CDT, UMT 2021).
<p>Asia-Pacific</p>	<ul style="list-style-type: none"> ▶ In India, agreements concluded in the manufacturing sector in 2020 and 2021 have negotiated separate toilet facilities for women as a measure to prevent GBVH (SMEFI). ▶ In Indonesia, several agreements have been signed for policies on GBV-free factories, setting out zero tolerance to GBVH. They were part of ongoing negotiations during the pandemic, examples of which are in the pharmaceutical sector (FSB KIKES KSBSI, 2020) and the garment sector (KSPI-SPN, 2021). ▶ In Türkiye, several CBAs focused on GBVH have been signed in the garment sector, and they include complaints and grievance procedures on violence and harassment.
<p>Americas</p>	<ul style="list-style-type: none"> ▶ In Colombia, the first joint union-management complaints committee on sexual harassment was established with a major mining company in 2020 (Sintracarbon). ▶ In El Salvador, protocols on sexual harassment have been agreed with unions in the public municipalities and private sector. ▶ In Peru, bipartite workplace committees on sexual harassment have been established, implementing a new government decree in 2021. ▶ In the United States, agreements addressing harassment and sexual harassment have been concluded in the hospitality and hotel sectors (UNITE here), which formed an important part of the protections for staff returning to work after hospitality venues and hotels re-opened after the first lockdown in 2020.

▶ Table 2 (cont'd)	
Europe	<ul style="list-style-type: none"> ▶ In Austria, agreements on sexual harassment have been concluded across the private sector, based on a model template covering sexual harassment and conflict resolution, along with the working environment and work design (2021) (GPA-DJP). ▶ In Belgium, a code of conduct for bargaining to end GBVH was drawn up in 2020 for all sectors (CSC-AVC), and is supported by guidance and information materials addressing the impact of COVID-19 on women essential workers and telework. ▶ In Denmark, Dansk Metal has initiated a project with employers in 10 metal companies aimed at changing work culture in a male-dominated sector. ▶ In France, agreements on professional equality include clauses on GBVH, sexism and domestic violence, along with complaints systems; and training and awareness are included in agreements on professional equality in telecoms (Orange 2021), rail (SNCF 2021), public sector (2019), postal (2019), and performance arts (2020). ▶ In Spain, a sectoral CBA has been drawn up in the banking sector with provisions to include measures on GBVH in equality plans (CCOO, UGT, 2011). ▶ Also in Spain, a model protocol exists for bargaining on GBVH in company equality plans on the basis that all agreements and equality plans will include provisions on GBVH from 2022. (ELA). ▶ In the United Kingdom, agreements in education and retail, among other sectors, have been concluded, and reported as part of the TUC's Equality Audit (2021) which found that sexual harassment was the top priority for unions' equality bargaining. ▶ In the UK school sector, the NASUWT has encouraged more reporting on sexual harassment, resulting in an increasing number of cases in the last two years. ▶ Several European-level agreements in European Works Councils addressing GBVH have been concluded. A Joint Declaration between the social partners in the insurance sector addresses inclusion, diversity and non-discrimination and specifically refers to prevention of violence and harassment against disabled, older and LGBTI+ workers (2022). Under the EWC agreement with the energy company, Engie, various measures were introduced on guaranteeing protection against GBVH during the pandemic, including agreements in France on remote working. In the hospitality sector measures are in train to address rising levels of sexual harassment during the pandemic (2022).
Global	<ul style="list-style-type: none"> ▶ Strategies and bargaining support for gender-responsive approaches to COVID-19 response and recovery measures include the IUF's strategy and demands for a gender-responsive approach to the COVID-19 crisis; the BWI awareness-raising about C190; and the ITF strategy on gender equality and COVID-19 with a focus on prevention of GBVH and a strategy for unions to align bargaining with C190.





A man pushing the carriage constructed at the bottom of a young boy's wheelchair to help him transport goods for businessmen who use people with disabilities to ferry those goods across the border without being taxed (Kenya). © Marcel Crozet/ILO

3. Vulnerable groups: informal economy, domestic and migrant workers

The definition of vulnerable groups in Article 6 of C190 broke new ground in recognizing that workers belonging to vulnerable groups or groups in situations of vulnerability may be disproportionately affected by violence and harassment.

The pandemic significantly increased these vulnerabilities, for example, for informal economy workers, such as market traders, domestic workers and home-based workers. Migrant domestic workers and migrant health and social care workers were also disproportionately affected by the COVID-19 pandemic and have faced much greater risks of violence and harassment (ILO 2022, PSI 2021). Domestic workers who lost their jobs have faced extreme hardship, as they were unable to return to the home countries during lockdowns (IDWF 2020). Others faced much higher levels of violence and harassment trapped in the homes of their abusers, particularly following the imposition of border closures. A survey conducted by WIEGO (2020) of

informal economy workers across Africa, Asia and the Americas found that “[p]olice harassment of informal economy workers was common across all regions resulting in the confiscation of goods, fines or physical violence and abuse”.

Studies by HomeNet South Asia show a dramatic increase in domestic violence perpetrated against home-based workers in Nepal, Bangladesh, India and Pakistan. PSI (2020) documented an alarming increase in violence and harassment against health and social care workers, particularly migrant health workers, who faced higher risks of infection and death as a result of poor access to safety and protection measures in their front-line roles, and rising levels of violence and harassment, resulting in the adoption of a five-point plan to address the impact of the pandemic on migrant health and social care workers.

Appendix 1.3 provides 10 examples of initiatives, strategies and negotiations focused on violence and harassment faced by vulnerable groups since the adoption of C190 and during the pandemic. These examples are summarized in table 3.

► Table 3: Vulnerable groups	
Africa/MENA	<ul style="list-style-type: none"> ► In Kenya, the pandemic added urgency to negotiations with public authorities on better security and safety for informal market traders (Kudheihia). Negotiations also took place on improved levels of social protection for informal economy workers following a rise in sexual assaults and demands for sexual favours to keep jobs (AUKM). ► In Nigeria, a ground-breaking code of conduct and awareness-raising was inspired by C190 and brought much needed protection for women market traders and their children in the informal economy (2020) (box 3). ► In Tunisia, following a union survey in 2020, the UGTT demanded that agricultural workers in the informal sector have better protections against violence and harassment, including through social protection and when travelling to and from work. ► In South Africa, union negotiations helped to win support measures for informal economy workers and agricultural workers during the first lockdown in South Africa in 2020 (COSATU & SACTWU).
Asia-Pacific	<ul style="list-style-type: none"> ► In Pakistan, the Homebased Women Workers Federation, drew up an MoU with the public authorities to address the need for social protection for workers and the increasing levels of GBVH during the pandemic (2021). ► In the Philippines, advocacy for new laws to protect domestic workers and home-based workers referenced C190 in 2021.
Americas	<ul style="list-style-type: none"> ► In Brazil, negotiation for a CBA for rural workers took place in 2021.
Europe and Central Asia	<ul style="list-style-type: none"> ► In Italy, the national CBA for domestic workers signed in 2020, covers protections against COVID-19 and addresses violence and harassment as an occupational safety and health risk. ► In Kyrgyzstan, unions called for the ratification of C190 in order to protect vulnerable workers, including negotiation of better protections for migrant workers affected by the pandemic.

► **Box 3: Informal market workers in Nigeria**

Informal market workers in Nigeria, the majority of whom are women, have organized to tackle the huge increase in GBVH against women workers and children during the pandemic. This work was inspired by C190, alongside participatory research documenting experiences of market traders, and a successful campaign and training by the Nigeria Labour Congress (NLC) and the US Solidarity Centre. This led to the introduction of a ground-breaking Code of Conduct and awareness-raising to end market GBVH in the popular Mile12 market, Ketu, Lagos State. Amid the massive increase in GBVH during the COVID-19 pandemic this action became all the more important after the Government declared GBVH a national emergency. Emphasis has been given to empowering, involving and training women and men market leaders.

An Anti-GBVH Task Force, made up of 25 men and 15 women representing all parts of the market, holds weekly sensitization campaigns in various sections of the market. Additional specialized training and support is provided by the Sexual Assault Referral Center (Mirabel Center), the Gender Department/Family Support Units of the Nigeria Police Force and the International Federation of Women Lawyers. In addition, informal economy workers became aware of the value of C190 and why ratification is important for informal economy workers in Nigeria. The programme has been successful in leading to the prosecution of a perpetrators of child rape at the market, highlighting also the dangers faced by children of market workers.



The language of C190 is grounded in an intersectional approach that recognises that some groups of workers face multiple and intersecting forms of discrimination and may be at greater risk, such as Black and minority ethnic workers, migrant workers, women workers, young workers, persons with disabilities, Indigenous peoples, LGBTI+ workers, among others. Many global and national unions have engaged in specific advocacy around the rights of and protections for LGBTI+ workers, including research showing that LGBTI+ workers are disproportionately affected by violence and harassment at work (TUC 2019, UNI-Europa 2022). A ground-breaking example is the UNI-Europa Joint Statement on Diversity and Inclusion in the finance sector (2022), which addresses both non-discrimination and inclusion of LGBTI+ workers, and their vulnerability to and experiences of violence and harassment.



4. Internal union policies on violence and harassment

Since the adoption of C190, more unions have endorsed internal policies on violence and harassment in recognition of their role as employers, and as part of their commitment to ensure full implementation of C190 and in supporting unions “to get their own houses in order”.

Examples of internal union policies that aim to address violence and harassment, and particularly sexual harassment, in internal structures, meetings and conferences can be found in Appendix 1.4. Table 4 summarizes these examples.

► Table 4: Internal union policies on violence and harassment	
Africa/MENA	<ul style="list-style-type: none"> ▶ In South Africa, COSATU has an internal policy and procedure on sexual harassment that it recommends all affiliates adopt. ▶ The MISA trade union in South Africa also agreed an internal policy in 2020 through participatory training with members and leaders and it is modelled on C190. ▶ In Nigeria, in recognition of the importance of C190, a sexual harassment policy was adopted by the Nigeria Labour Congress, and women leaders play an important role in the implementation of the policy.
Asia-Pacific	<ul style="list-style-type: none"> ▶ The Brazilian CUT confederation agreed a protocol in 2020 to prevent and take action to address violence and harassment in internal union policies; it refers to C190. ▶ In Türkiye, the Statutes and CBA of the garment sector union, Öz İplik-İş, states that if someone, including if they are a trade union official, has a background of violence they are not permitted to hold any position in the union. A model policy on violence and harassment is applicable to internal union rules.
Americas	<ul style="list-style-type: none"> ▶ In the United States of America, the AFL-CIO confederation has a model policy statement on anti-discrimination and anti-harassment which can be used by affiliates and a model code of conduct covers the workplace as well as union activities, events, or meetings.
Europe	<ul style="list-style-type: none"> ▶ The Danish 3F union agreed an internal policy on addressing sexual harassment and has raised awareness on the issue with union staff, and in 2020 included this issue in its whistle-blower policy. ▶ The Dansk Metal union also agreed an internal policy on sexual harassment and bullying in 2019 and since then has been raising awareness with its members about how to prevent violence and harassment. ▶ The European Trade Union Confederation (ETUC) drew up a code of conduct for meetings, events and courses, which was adopted by the ETUC Executive Council meeting on 8-9 March 2020. It sets out a policy and procedures relating to the ETUC Congress, Steering, Executive and other committee meetings, training and other events.
Global	<ul style="list-style-type: none"> ▶ Several global unions, including BWI, UNI, IndustriALL and IUF have drawn up internal policies on sexual harassment, including processes for receiving and handling complaints of sexual harassment at union events, conferences and meetings. ▶ The IndustriALL Pledge has called on affiliated unions to take a pledge “Not in our Workplace, not in our Union” to combat violence against women and take active steps to implement its commitment to ending gender-based violence and harassment. Affiliates are encouraged to print the pledge and display it in the workplace or union office, and to read it out at the start of meetings. It has been an important catalyst for unions to include violence and harassment as a priority issue both internally in their union structures and externally in their campaigns and negotiations on violence and harassment.

Gender audits have been another method to ensure that violence and harassment is addressed in unions' internal and external activities. Some unions have carried out internal gender audits which have put a specific focus on violence and harassment, for example in Benin, Senegal, Zimbabwe and the Philippines. Several of IndustriALL's (2021) affiliates in Zimbabwe and Zambia are currently implementing recommendations from gender audits that took place in November and December 2020, which were carried out in response to the increased levels of violence against women during the COVID-19 lockdowns in Sub-Saharan Africa.

Some unions have established their own systems for handling complaints from workers, either informally by encouraging workers to talk to their union representatives, through WhatsApp groups

or through a more formal union run complaints system. This has helped to break the silence about violence and harassment and encourage workers, particularly workers in the most vulnerable situations, to report incidences of violence and harassment at work directly to the union. A good example from the electronics union in Manaus, Brazil, is of a radio programme called "The Voice of the Worker" (A Voz do Trabalhador) which is diffused throughout the State of Amazonas every day between 5 a.m. and 7 a.m. Workers can phone in and make complaints about working conditions, and union leaders take the cases to the employers. It is one way that women can raise the issue of sexual harassment. Information on support and helplines was disseminated over the radio about domestic violence during the pandemic.



Trade union meeting. Saga Sports factory, Sialkot, Pakistan. © Marcel Crozet/ILO. Top right: May Day celebration in the city of Yangon (Rangoon), Myanmar. © Marcel Crozet/ILO



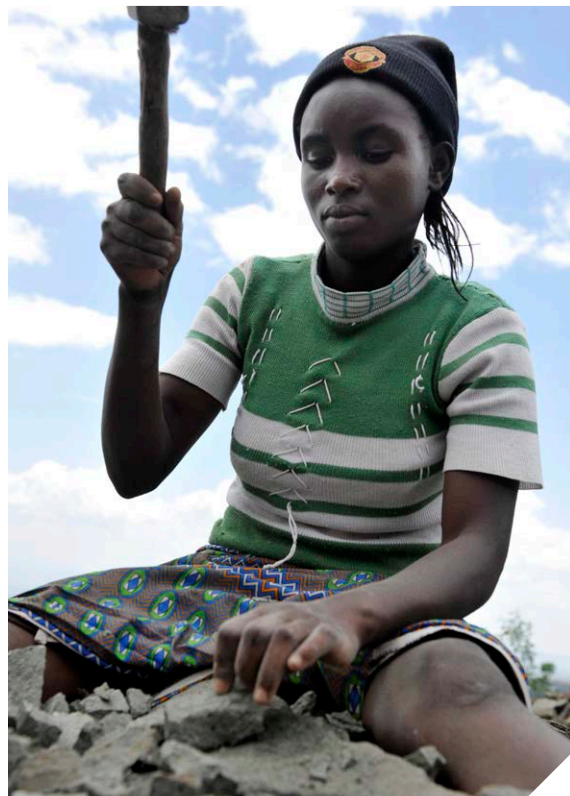
A worker installs a new electric cable atop a pylon in Philippines. © Bobot Go/ILO

5. Occupational safety and health

The adoption of C190 and R206 has resulted in a strengthened recognition of the role of OSH in the prevention of violence and harassment, and particularly the role of risk assessment (ILO 2020, ILO 2022a & 2022b). This became all the more important during the pandemic. Recent guidance and negotiations in the education, hospital, urban public transport, shipping, manufacturing, media, commerce and retail sectors have all emphasized the need to prevent violence and harassment and to ensure that it is part of risk assessment processes. Social dialogue, workers' participation, and continuing staff feedback have been hugely important to the success and relevance of these initiatives, and in ensuring worker centred and gender-responsive approaches.

In some countries, national OSH laws set out clear obligations relating to risk assessment, including the management of psychosocial risks in the working environment, as is the case of the laws in Canada, Australia and several European countries. For example, in Canada, Australia, Belgium, Denmark, the Netherlands and Slovenia, OSH laws place obligations on employers to prevent violence and harassment, including psychosocial risks, arising from work organization and insecurity at work, and risks from third-parties. These laws are important tools to ensure employers' "duty of care" for employees during the pandemic and

have considerably strengthened bargaining. Box 4 gives examples to illustrate how OSH policies in Australia, Denmark, Ireland and Peru have addressed violence and harassment.



A young woman stone breaker working with no protection in Kenya. © Marcel Crozet/ILO

► **Box 4: The role of occupational safety and health laws in strengthening collective bargaining on prevention and risk assessment**

Australia: The Australian Work Health and Safety Act lays out duties on employers to provide and maintain a work environment that is safe and without risk to the health of their employees. Gender-based violence has to be included in assessments of hazards or risks in the workplace, as well as in recommendations on measures to prevent, manage and monitor risks of Gender-based violence. In 2021, the tripartite organization, Safe Work Australia, drew up national guidelines for employers on various aspects of workplace violence, based on the Work Health and Safety (WHS) laws. Under the initiative Safe and Respectful Workplaces, guidelines have been drawn up on preventing sexual harassment, including risks of third-party sexual harassment, on family and domestic violence at work, and on preventing workplace violence and aggression. The law has enabled unions to put an emphasis on prevention by addressing the risk of exposure to Gender-based violence, including how work is designed and managed, and through negotiation of workplace policies and procedures.

Denmark: The Danish Occupational Health and Safety Act sets out clear responsibilities for employers in preventing and responding to harassment at work, including by a third party. This also covers psychosocial risks at work that contribute to violence and harassment. This legal framework has enabled unions to negotiate agreements and has led the Danish Working Environment Authority to launch a number of sector specific initiatives on the prevention of sexual harassment. In 2019 a 10-point plan for “A Good Psychological Working Environment: Ending Sexual Harassment” were drawn up jointly by the Danish social partners and the Labour Inspectorate. The Danish Working Environment Authority also collaborated with unions and employers’ organizations in the campaign “*Hvor går grænsen?*” (“Where do we draw the line?”).

Ireland: Workplace bullying is addressed as an OSH issue under the law on Safety, Health and Welfare at Work Act, and an updated OSH code on the prevention and resolution of workplace bullying was published in 2021 by the Health and Safety Authority and the Workplace Relations Commission, following consultations with unions and employers. It sets out practical steps for employees and employers to meet their obligations under OSH legislation to identify, manage and prevent bullying at work. It is applicable to work carried out in a fixed location, at home or where work is mobile. A separate Code of Practice on Sexual Harassment and Harassment at Work, drawn up by the Irish Human Rights and Equality Commission (IHREC) gives practical guidance on addressing harassment and sexual harassment at work in line with the Employment Equality Act 1998, which sets out the legal framework on equality across nine grounds (gender, civil status, family status, sexual orientation, religion, age, disability, race and membership of the Traveller community).

Peru: Unions anticipate that bargaining on prevention and risk assessment will be strengthened under the law, introduced in July 2019, requiring employers to adopt anti-harassment policies and investigation procedures, carry out annual sexual harassment risk assessments, and establish a Sexual Harassment Committee (Supreme Decree N° 014-2019-MIMP).

Collective bargaining and negotiations addressing violence and harassment as an occupational safety and health issue

One of the issues unions are facing is that they are often ill-equipped to address prevention of violence and harassment at work. C190 and R206 provide a framework enabling unions to negotiate and strengthen OSH provisions in this area.

For example, the Danish private sector union 3F found that even though 68% of unions had negotiated workplace measures on sexual harassment, 42% of union representatives had no experience of preventing or dealing with sexual harassment in the workplace. OSH is a good entry point for this work as many unions are familiar with the processes for the identification, assessment and management of occupational safety and health risks and hazards at work.

Union actions to protect jobs, incomes and working conditions during the pandemic were also closely linked to measures to reduce safety risks. The pandemic brought to light the problem of personal protective equipment (PPE) for women, which in many sectors is designed for men’s bodies. Ill-fitting PPE is a serious physical and psychosocial risk for women workers. Unions have argued that ill-fitting PPE is a form of gender-based violence, and that all workers have the right to PPE that fits them (COSATU 2020, TUC 2016). In their collective bargaining, in 2020, in South Africa, COSATU reviewed safety measures, including improved PPE for health and other essential

workers, and PPE that fit women’s bodies, along with infection control systems in public and private hospitals and regular screening and testing for workers in all workplaces.

Appendix 1.5 gives 18 examples of union initiatives, strategies and negotiations on OSH with a specific focus on the prevention of violence and harassment, risk assessment and psychosocial risks. These initiatives have been agreed since the adoption of C190, and many were agreed in response to the pandemic. The examples are summarized in table 5.



A garment worker wears protective equipment during his shift in a clothing plant in Lesotho. © Marcel Crozet/ILO

► Table 5: Prevention of violence and harassment in occupational safety and health	
Africa/MENA	<ul style="list-style-type: none"> ► In South Africa, COASTU (2020) aims to ensure that violence and harassment and workplace safety planning are addressed in OSH issue and training is carried out for this purpose with union OSH representatives. ► In Africa, the IUF’s Women’s Project is addressing the prevention of violence and harassment and its integration into negotiations on OSH in the hospitality, hotel and agricultural sectors.
Asia- Pacific	<ul style="list-style-type: none"> ► In Indonesia, a Joint Commitment between union federations and employers’ associations in the garment and footwear sectors agreed measures to protect the occupational safety and health of workers during the pandemic (2021).
Americas	<ul style="list-style-type: none"> ► In Argentina, unions in the health and energy sectors have evaluated psychosocial risk factors faced by workers to identify problems faced by health workers (2019). ► In Canada, the USW has provided training and guidance, which went online during the pandemic, for union OSH committees on integrating violence and harassment, including GBVH, into health and safety. ► Also in Canada, CUPE, representing unions in the public and private sectors, produced guidance to ensure the full implementation of the 2020 OSH regulations on violence and harassment. ► In Chile, the coordinating committee of PSI affiliates has drawn up guidance to support bargaining and prevention measures on violence and harassment for members of the bi-partite OSH committees.

▶ Table 5 (cont'd)	
Europe	<ul style="list-style-type: none"> ▶ In Italy, unions participate in the tripartite national committee on OSH, which is currently exploring new regulations setting out employers' obligations to include violence and harassment in risk assessments. In CISL this new focus on OSH has helped to strengthen union coordination on gender equality and OSH. ▶ In the Netherlands, under the Safe Healthcare initiative, the prevention of violence and harassment, particularly third-party violence and harassment, is carried out through cooperation between unions and employers in the health sector. This has proved critical during the pandemic. ▶ European level recommendations agreed between the social partners in shipping (2020) and urban public transport (2021) set out measures to improve occupational safety and health in the working environment, including prevention of third-party violence and harassment. ▶ In the education sector, an online risk assessment tool (OiRA), facilitated by EU-OSHA, has helped unions representing workers in early childhood education and secondary education to address risks of violence and harassment, including TPVH, as an OSH issue, including during the pandemic.
Global	<ul style="list-style-type: none"> ▶ The ITF Sanitation Charter (2019) addresses access to sanitation for transport workers as an OSH issue and one that addresses risks and vulnerabilities faced by women of violence and harassment because of unsafe toilets. ▶ IUF's programmes have stressed the importance of violence and harassment as an OSH issue, stressing the importance of gender-responsive risk assessment. ▶ The ILO Code of Practice on occupational safety and health in the garment and textile sector, agreed with the tripartite partners in 2021, was an important breakthrough in establishing OSH related aspects of violence and harassment aligned with C190 and R206. ▶ In the construction sector a tripartite Meeting of Experts (2022) called for provisions on occupational safety and health for construction workers, with reference to C190 and R206. ▶ The new and expanded International Accord for Health and Safety in the Garment and Textile Industry in Bangladesh (2021) addresses violence and harassment, including sexual harassment.

In recent years, global unions, have incorporated issues on preventing risks of violence and harassment in a growing number of GFAs and joint agreements (see Section 5). In the garment sector, prevention initiatives related to OSH in GFAs with multinational companies have played an important role. Another international development involving unions is the integration of violence and harassment and the framework of C190 and R206 into the ILO Code of practice on safety and health in textiles, clothing, leather and footwear, agreed by the tripartite partners in 2021 (ILO 2021). A further example is the Tripartite ILO Meeting of Experts to revise the 1992 Code of practice on safety and health in the construction industry, held in February 2022 (ILO 2022). It calls for provisions on occupational safety and health for construction workers, including protection against gender-based violence, stressing the relevance of ILO Convention 190 and R206. It contains detailed provisions related to employers'

obligations, and bipartite approaches to preventing and addressing violence and harassment in construction.

The expanded International Accord for Health and Safety in the Garment and Textile Industry sets out measures on the prevention of violence and harassment, including sexual harassment. It was signed by representatives from international garment retailers and the global trade unions (IndustriALL and UNI), on 25 August 2021. The provisions on OSH include an independent workers' complaint process to report sexual harassment, along with other OSH violations. Signatory companies will require their suppliers to comply with the outcomes of the worker complaint process. In addition, each signatory company shall require that its suppliers participate fully in the inspection, remediation, health and safety and training activities of the Ready Made Garment (RMG) Sustainability Council. The Accord is currently

operating in Bangladesh and will be extended to other countries in the future. By early 2022, the Accord had been signed by 164 companies.

Global unions have also given priority to addressing violence and harassment as an OSH issue. The IFJ, for example, notes that the heightened levels of violence and harassment against journalists and media workers is a critical occupational safety and health issue. Research shows that as many as 65% of women journalists have experienced violence at work, in newsrooms, at home, on the way home or online, impacting on journalists' safety and well-being at work and in private life.

The IFJ believes that C190 is an important tool to protect the safety and health of all media workers. In IFJ's International Women's Day statement (IFJ 2020) unions were encouraged to use the language from C190 in their CBAs and to develop gender-responsive safety and health initiatives. The BWI (2021) included a module on violence and harassment in their occupational health and safety on-line training programme for trade unionists and worker leaders in the construction and forestry sector in December 2021.

A further example, is the emphasis given to OSH as a gender equality and non-discrimination issue by IUF, with a priority for OSH policies at national, company or workplace levels to address prevention and psychosocial risks of violence and harassment. The IUF's handbook "Making women visible in occupational health and safety" (IUF 2019) refers to the draft texts of C190 and R206, and notes that "women are more likely to report occupational stress than men". It notes that jobs which involve contact with third parties such as clients and customers (including in hotel and catering and domestic work) can expose workers to damaging stressors including violence and harassment. The handbook calls for effective workplace safety and health policies to prevent, report on and manage occupational stress and violence. During the pandemic IUF unions in hotels and agriculture took actions to make work safer for women by addressing psychosocial risks such as work arrangements, work organization and third-party violence and harassment.

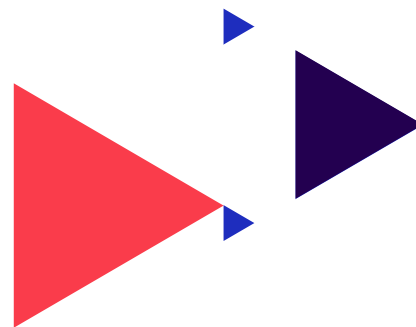
6. Third-party violence and harassment

The pandemic shone a light on increasing levels and severity of third-party violence and harassment (TPVH). Evidence from unions, employers and industry bodies point to a significant increase in TPVH against workers in public and customer-facing jobs. Prior to the pandemic studies showed that as many as 42% of workers in direct contact with the public in Europe had experienced TPVH, particularly in feminized sectors such as retail and commerce, transport, health and social services, and education (EU-OSHA 2010, Eurofound 2011), where levels of TPVH grew significantly during the pandemic (EU-OSHA 2022).

Although some laws such as in Canada, Australia and several European countries include provisions in their laws on TPVH, many laws across the world addressing violence and harassment do not include these protections. As a result many unions have, as part of their strategies to address rising levels of TPVH against essential workers during the pandemic, called for legal change. Important legal changes were made in several countries during the pandemic, which has helped shine a light the problem of TPVH and ensure it is addressed in bargaining. Unions played a big part raising awareness about the need for new legal protections that were introduced in penal law in Italy covering health and social work professionals in 2020 and of teachers in Bulgaria in 2021. In the United Kingdom, unions anticipate that ratification of C190 in March 2022 will lead to new legislation to outlaw TPVH, including amending the Equality Act to include TPVH. In Japan, new legislation is being drafted on TPVH, following a campaign by commerce unions.

Appendix 1.6 gives 28 examples of union initiatives, strategies and negotiations introduced to address TPVH. They reflect recent and growing concern about this problem, particularly in Europe, as a result of the COVID-19 pandemic. Table 6 summarizes these policies and negotiations.

▶ Table 6: Third-party violence and harassment: union policies and negotiations	
Africa/MENA	<ul style="list-style-type: none"> ▶ Education trade unions in several African countries are involved in initiatives, supported by Education International, to prevent school-related violence and harassment from third-parties. ▶ In Nigeria, healthcare unions are addressing serious levels of TPVH, including abductions and murders of nurses and midwives working in conflict zones, along with the right to quality public services for internally displaced persons (IDPs) (box 5).
Asia- Pacific	<ul style="list-style-type: none"> ▶ In Australia, the commerce union SDA has documented extensive TPVH against shop and other commerce workers, which became worse during the pandemic, leading to negotiations for prevention measures and a campaign to raise awareness among customers entitled “No One Deserves a Serve”, launched in 2021 (box 6). ▶ In the health and aged-care sectors in Australia unions have called for effective responses to risks of TPVH, including risks associated with casualization and insecure work. ▶ PSI documented risks of TPVH faced by community health workers (CHWs) in India and called for measures to address risks such as lone working, bad working conditions and poor employment security (2021). Unions are exploring how C190 can frame their bargaining claims in addressing rising levels of aggression and stigma towards CHWs (box 5). ▶ Health care unions in the Philippines negotiated new measures and raised awareness about TPVH faced by nurses during the pandemic. The Alliance of Filipino Workers drew up a strategy to address the problem, and along with other health unions has called for improved safety, security and protection measures for health workers in response to COVID-19. ▶ In Japan, in response to rising levels of TPVH in the commerce sector during the pandemic, UA Zensen’s affiliated unions negotiated agreements and advocated for a new law to address the problem.
Americas	<ul style="list-style-type: none"> ▶ In the hotel sector, UNITE HERE negotiated various measures to protect jobs and pay as a result of the closure of hotels during COVID-19; TPVH was included among a range of safety and sanitation measures for workers following the return to work, continuing the union’s long-standing campaigns to end sexual harassment perpetrated by clients. ▶ The US National Nurses Union has a campaign to prevent racism, aggression and violence directed towards migrant health workers, along with better data to record the disproportionate impact of the pandemic on racialized workers, and stronger measures to address rising levels of TPVH against all nurses during the pandemic.



▶ Table 6 (cont'd)	
Europe	<ul style="list-style-type: none"> ▶ Joint initiatives and union action to prevent and address TPVH prior to and during the pandemic were undertaken through awareness-raising and negotiations for CBAs by the GPA union in the retail sector in Germany. ▶ Belgian social partners in the retail sector drew up an MoU in 2021 addressing rising levels of aggression and a joint developed awareness campaign directed at customers. ▶ Healthcare unions in Bulgaria have addressed psychosocial risks of violence and harassment, and new collective bargaining claims related to psychosocial risks from COVID-19 were drawn up in 2021. ▶ In Bulgaria, the teachers union led a campaign, including providing evidence of TPVH against teachers by parents and family members, leading to a change in law in 2021, and a significant reduction in levels of TPVH. ▶ Healthcare unions in Cyprus participated in a campaign to address TPVH that called for better security protections in hospitals. ▶ In Finland, prevention of TPVH as an OSH issue has been included in the CBA and guidelines covering the commerce sector (see box 6). ▶ The CBA between French unions and <i>La Poste</i>, agreed in 2021, provide protections and support for victims of TPVH, including payment of legal costs. ▶ CBAs in Italian municipalities have addressed rising levels of TPVH, particularly against staff working with vulnerable clients, the first of which was signed in Genoa in 2020. New legal provisions introduced in Italy on TPVH were the basis for an MoU signed with unions in 2020 on combatting TPVH for the health and social work professions. ▶ Negotiation of measures and a protocol to addressing TPVH in the gaming sector in Spain (see box 7). ▶ The union in the hotel and restaurant sector in Sweden, <i>Hotell-OCH Restaurangfacket</i>, has developed internal guidelines and a procedure for victims affected by sexual harassment, and all union officers have been trained. Negotiations in 2020 led to the establishment of three working parties aimed at introducing stronger protections in the light of rising levels of TPVH. ▶ In the United Kingdom, a union initiative led to the drawing up of a Hospitality Charter, which addresses aggression and harassment from customers in catering services provided at major events, such as large football stadiums and conference/events facilities, including COP26 in 2021 (see box 8). ▶ The UK RCN drew up guidance on dealing with TPVH (2020) and participated in government consultations to ensure greater obligations on employers to address TPVH. ▶ Other European-level agreements and joint statements have been signed by employers and union organizations aimed at preventing and addressing the problem of growing levels of TPVH, aligned with C190, in the urban public transport sector (UITP-ETF, 2020) and the rail sector (ETF-CSR, 2021), and in addressing a worrying increase in attacks and harassment against telecoms workers (ETNO-UNI, 2020). ▶ At the European level, a two-year social partner project (2021-2022) aims to update the European social partner multisectoral guidelines on preventing and addressing TPVH in service and customer-facing services, so that they are aligned with C190 and R206. New issues include digitalization, GBVH, risk assessment and prevention and the impact of COVID-19. ▶ The project of UNI-Europa and European-level employers in service sectors (2021-2023) will lead to new social partner guidelines addressing TPVH and related psychosocial risks in sectors including retail, commerce and banking,

▶ Table 6 (cont'd)

Global	<ul style="list-style-type: none"> ▶ As well as new clauses in GFAs and joint statements (see Section 5) global unions have been involved in various initiatives to address TPVH. ▶ Unions organizing in the global hotel chain, Marriot, were able to conclude CBAs in eight cities addressing safety measures and the prevention of TPVH for hotel workers. ▶ The UNI-Commerce Declaration on Violence and Harassment was issued in 2021 in 12 languages (UNI 2021). A global webinar attended by 100 union representatives from 30 countries was held by UNI-Commerce on 19 November 2021 in response to the explosion of third-party violence and harassment.
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Unions documented heightened levels of sexual coercion and “sextortion”, increasing levels of violence and harassment from third parties from clients and customers in health, education, transport, retail and commerce. In the transport sector, passengers’ refusal to follow protection measures to reduce virus transmission led to increased verbal and physical abuse, hostility, aggression and sexual harassment directed towards transport workers (ETF 2020, ITF 2020a).

In the United Kingdom, surveys show that many workers do not report abuse as they do not believe that it would make a difference (ICS 2021). Unions in the public sector have stressed the need for gender-responsive, well-funded and safe recovery measures from the pandemic (PSI 2021).

Health and social services sector

Unions representing health and social services workers across the world responded to the COVID-19 health crisis by focusing on the lack of preparedness of health systems and lack of personal protective equipment (PPE) as well as long-standing problems of chronic underfunding. Even before the pandemic, health workers faced rising levels of violence and harassment (PSI 2019, PSI 2020, Pillinger 2017, ILO 2019), as documented through cases studies from unions in the Democratic Republic of the Congo, the Philippines, Argentina and Pakistan (PSI 2018).

In the European context a report by EU-OSHA (2022) confirms that workers in the health and social work sector are exposed to a wide range of OSH-related risks related to the COVID-19 pandemic, including a significant and growing problem of violence and harassment in the sector. This includes psychosocial risks, including TPVH, exposure to traumatic events, high workload, dealing with people at the end of their lives, the need to multitask, shift work, lone working, burnout, internal mobbing/bullying and lack of control over work (EU-OSHA) (2022). The most significant risk identified is having to deal with difficult patients,

and harassment and violence in the workplace is a significant problem for the sector. Recommendations are made for strengthened links between this sector and public health policy, and the importance of resolving staffing shortages, improvements in pay and conditions, and protecting the workforce from factors such as violence and harassment.

During the pandemic, collecting data was one way that unions could ensure that violence and harassment was included in COVID-19 response and recovery measures. A study of the risks of COVID-19 carried out by the Argentine National Care Committee of Health Workers (2021), a bipartite union-employer committee, covering 20 public provincial hospitals highlighted problems of sexual harassment in the workplace. Data from a survey of over 2,000 nurses by the UK public service union, UNISON, found that sexual harassment in healthcare had become “normalized”. As many as 60 per cent of nurses had been sexually harassed either by patients or colleagues; however nearly three-quarters did not report these incidents (UNISON & Nursing Times 2021).

In a poll by the Canadian union CUPE (2021), one third of surveyed workers were considering leaving the profession, as a result of stress, increased workloads, long hours and increasingly aggressive working environment; 70% reported they faced increased violence from patients and their families.

A union study in the health sector in Brazil, Chile, Colombia, El Salvador and Peru (PSI and Kommunal 2020) found that 80% of those interviewed had suffered some form of harassment, an issue that was considered a normal part of the job. The study concludes that trade unions have an essential role in promoting policies to prevent and eradicate violence and harassment through collective bargaining, tripartite social dialogue, the promotion of bipartite occupational health and safety committees, the adoption of procedural protocols, risk assessments and strengthened labour inspection systems.

In the light of growing levels of TPVH in customer-facing public services, public service unions recognise the key role that social dialogue can play. In this respect the social partners in local and regional government adopted an EPSU-CEMR

Joint Statement on COVID-19, on 23 June 2020, recognising the importance of gender-sensitive responses to the pandemic, particularly in relation to work organization, working time, telework and work-life balance.

► Box 5: TPVH against healthcare workers

Healthcare workers in conflict zones in Nigeria

A PSI project in Nigeria is building the capacity of trade unions to promote the right to quality public services for Internally Displaced Persons (IDP) and for decent work, social protection, and safety at work. PSI's campaign on "Safe Workers Save Lives" in Nigeria has also advocated for the rights of healthcare workers during the COVID-19 pandemic. By 2021, 300 health workers had been infected by COVID-19 and 40 had lost their lives. The situation is particularly serious for nurses and midwives working in conflict zones and providing services in the IDP camps, where risks of violence and harassment are extremely high. Abductions and killings of nurses and midwives are relatively common, and nurses and midwives, who are mainly women, are often at risk, for example, from security personnel in the camps.

Because of the risks faced by health workers and the difficult working conditions, up to 30% of nurses and midwives migrated during the pandemic through recruitment programmes from countries in Europe and the United States of America. This further impacted on staffing shortages, extreme levels of stress and burnout of workers. One of the positive outcomes of PSI's advocacy is that the government drew up a National IDP Policy in 2020, which has led to some improvements in working conditions and safety for workers.

Healthcare workers in the Philippines

In the Philippines, the Alliance of Filipino Workers (AFW) developed an advocacy campaign to address violence and harassment faced by nurses with the Registered Nurses Task Force and building an organizing strategy around the ending of violence in the workplace. Consultations with health workers through "listening tours" helped raise awareness about the problem but also proved an effective recruitment strategy. AFW along with other health unions in the Philippines issued a joint statement (2020) calling for improved safety, security and protection measures for staff, adequate staffing levels and the establishment of a "COVID-19 Health Workers Registry" to collect data on the COVID-19 crisis and the protection of workers.

Community health workers in Asia

Community health workers (CHWs) are predominantly women, with limited or no employment protection, and in with the exception of Pakistan, are considered volunteers, and receive a stipend often below the minimum wage. During the pandemic, CHWs in South Asia suffered from high levels of infection, worked long hours, and faced an increased incidence of physical and psychological harassment, and sexual harassment, including in public places/transport. Some CHWs were not paid during the pandemic. Unions representing CHWs have campaigned for their recognition as public health workers, with the campaign slogan "Community Health Work is Work". Their joint demands include a work environment free from harassment and violence; a dedicated helpline for health workers with information and support; a grievance redressal mechanism and menstrual health management support, including free menstrual hygiene products (PSI 2020). In India, community health workers' experiences of GBVH were documented in research by PSI (2021), and since then unions have been exploring how C190 and R206 can be used in their bargaining for CBAs and workplace policies to end violence and harassment.

Survey

The alarming increase in violence and harassment against health and social care workers has particularly impacted migrant health workers. In a survey carried out in 2021 by the PSI and the Open University, one third (32.4%) of unions stated that violence and harassment had increased during the pandemic; and over half (54%) of unions reported that migrant health workers experienced significant negative impacts on their health and wellbeing, including fatigue, burnout and violence.

A further one third of unions had given priority to introducing new measures to address the increase in violence and harassment, which was frequently targeted at migrant health and social care workers. Overall, the survey found that migrant health and social care workers were disproportionately affected by the pandemic because of employment insecurity, limited access to health and safety protections, PPE and unpaid sick leave, making them more vulnerable to violence and harassment, and heightened levels of racist and anti-migrant harassment (OUPSI 2021b). Health care unions in the United States have campaigned to end racism, aggression and violence directed towards migrant health and social care workers. The National Nurses United called for improved data collection, to identify and address racial disparities during the COVID-19 pandemic, and for a better understanding of the intersection between race and gender.

Unions have called for better health and safety protections and protocols in the workplace, for example, training and guidelines for workers on de-escalation of violence and harassment, tightening security around healthcare facilities and better systems for reporting and addressing the problem. However, many unions report that violence and harassment is often seen as merely part of the job as violence against front-line health and social care workers became more common during the pandemic (WHO 2021, Dyer 2021).

Commerce sector

Commerce workers also face significant risks of violence and harassment from third parties. A report by UNI (2022) documents evidence from over 20 countries to show how COVID-19 triggered a pandemic of violence against retail workers around the world. It shows that while TPVH against retail workers was an increasingly common part of the job, during the pandemic it increased to alarming levels.

The report gives examples of how unions have advocated for new legislation, negotiated prevention and protective measures and campaigned to improve customer behaviour. Retail workers are most at risk when asking customers to comply with COVID-19 restrictions such as mask wearing and social distancing. UNI recommends that governments ratify C190 and to introduce and implement legislation which protects workers. UNI also calls on retailers to adopt a zero-tolerance policy for violence, tackle the scourge of gender-based violence, consult and negotiate with unions and take immediate action to put in place the necessary measures to protect their staff.

Recent national research (UNI 2021 & 2022) identifying vulnerabilities faced by commerce workers includes a study by the Shop, Distributive and Allied Employees Association (SDA) in Australia. It found that one in five retail workers had been deliberately spat on or coughed at during the pandemic (SDA 2020). In an earlier study (SDA 2017), 85% of the 6,000 retail and fast-food workers surveyed had experienced abuse from customers at work, but very few ever reported it.

In Sweden, a survey in 2020 by the commerce union Handels found that 28% of women in retail had experienced sexual harassment by a third party over the last 12 months, compared with 4% in the wider labour market. Handels is now including clauses in their collective agreements to help prevent this abuse. A survey by Hungarian retail union KASZ revealed that 80% of retail workers had experienced physical violence from customers; and that in over half of the cases their managers did nothing about it. USDAW's (2021) survey of nearly 5,000 UK shop workers found that many were verbally abused, threatened or assaulted during the COVID-19 emergency on a regular basis; 62% experienced verbal abuse; one-third had been threatened by a customer; and 4% were assaulted, amounting to more than 3,500 incidents every day when averaged across all retail workers. However, 56% of incidents went unreported. The union has called for urgent action from employers and the Government to tackle the alarming increase in TPVH.

In response to the huge increase in abuse and harassment in the retail sector during the pandemic, unions took action to create safer workplaces. UNI Commerce affiliates in retail, supermarkets and e-commerce have been addressing the problem through negotiations with employers and campaigns against violence in the workplace,

including the “Freedom from Fear campaign” by USDAW (United Kingdom), “No One Deserves a Serve” by SDA (Australia), “Measures for Unreasonable Complaints” by UA Zensen (Japan) and “Retail Action Project” by RWDSU-UFCW (USA).

On 8 March 2020, UNI-Commerce commenced a one-year global campaign “There Is No Store for Violence and Harassment in Commerce”, as part of UNI’s wider advocacy for ratification of C190.

► Box 6: Commerce sector

SDA, Australia campaign

The SDA campaign “No One Deserves A Serve” is a national public awareness campaign to end violence and harassment from customers in the retail, fast food, and warehousing industries. The SDA’s 10-point safety plans have been implemented across the country and across industries with a clear message of zero-tolerance to abusive behaviour. A key objective is to persuade employers to take a zero-tolerance approach to abusive and violent behaviour and improve reporting mechanisms. The union has hosted two national roundtables bringing industry groups and employers together to work towards industry-wide solutions. Unions emphasized the importance of jointly negotiated workplace policies and training with employers to reduce violence and harassment. One achievement has been to agree industry-sponsored training on customer abuse and violence as part of a certified training programme, and training for workers and managers on how to defuse a potentially violent and abusive situation.

Finnish Commerce Union and Service Union United, Finland CBA

As part of the negotiations for the renewal of the CBA on 14 February 2020, the Finnish Commerce Federation and Service Union United, PAM, negotiated a new clause on occupational safety and health in the commercial sector collective agreement (2020) which specifies employers’ responsibilities to assess and prevent risks, including from harassment.

Guidelines provide practical tools on how to handle harassment at the workplace, including the right to stop serving customers that are harassing staff. The guidelines provide suggestions for the steps that can be included in workplace procedures to address harassment, including how to encourage early reporting and resolution of complaints. The union has since referred to COVID-19-related aggression in media articles, a TV interview and in social media.

Hospitality sector

In the hospitality sector, workers in hotels, restaurants, casinos and other customer-facing services are extremely vulnerable to aggression, sexual harassment and abuse. In the United Kingdom, half of all shop, transport, restaurant and hotel workers and others dealing regularly with the public said they have experienced abuse in the six months prior to the survey (ICS 2021). Also in the United Kingdom, 30% of 1,181 workers who responded to a 2020 survey carried out by Unite “We are not on the menu” had experienced sexual harassment; and 22% said they had witnessed incidents in the workplace. Incidents were highest in the hospitality sector: 47% of respondents had

experienced sexual harassment at work and 62% said they had witnessed it. In a survey by UNITE HERE (2019) in hotels and casinos in Chicago, 58% of hotel workers and 77% of casino workers surveyed reported being sexually harassed by a guest. During the pandemic and particularly after the ending of lockdowns, unions reported that levels of aggression, verbal abuse, violence and harassment increased significantly.

► Box 7: Gaming sector

Third-party violence and harassment: Spain

In 2019, a ground-breaking agreement was signed in the gaming sector by the union CCOO-Balearic Islands and the Casino de Palma, following reports, particularly from young women, of repeated and widespread aggression and assault from Casino customers (CCOO 2020). The Casino's Occupational Health Office and the CCOO delegate at the Casino jointly drew up a Protocol to address widespread aggressive behaviour. The protocol addressed the issue as an occupational risk, spelling out the employer's responsibilities to prevent aggression from third parties, as provided for in Spanish law. It also provides for the company to give information and training to workers who are exposed to third-party violence according to the risk assessment, training workers in customer service techniques and how a worker should act in the face of aggression. The Protocol requires that there be a written record of the incident and the company's actions. The company also guarantees legal, medical and psychological assistance in the event of physical or verbal aggression, and longer-term support for the victim's recovery and reintegration into work. For the union, it was extremely valuable that the Protocol was drawn up with the participation of the CCOO prevention officer and there has been a significant change in the company's attitude towards its customers and workers who are affected by the issue.

Education sector

In the education sector, the pandemic and measures adopted by governments had a negative impact on women teachers, including increasing levels of online bullying and harassment (Education International 2021). In Latin America, a study in eight countries (El Salvador, Honduras, Costa Rica, Colombia, Peru, Paraguay, Argentina and Brazil) documented how women teachers had to assume responsibilities at home as well as for online teaching, without appropriate resources, equipment or training.

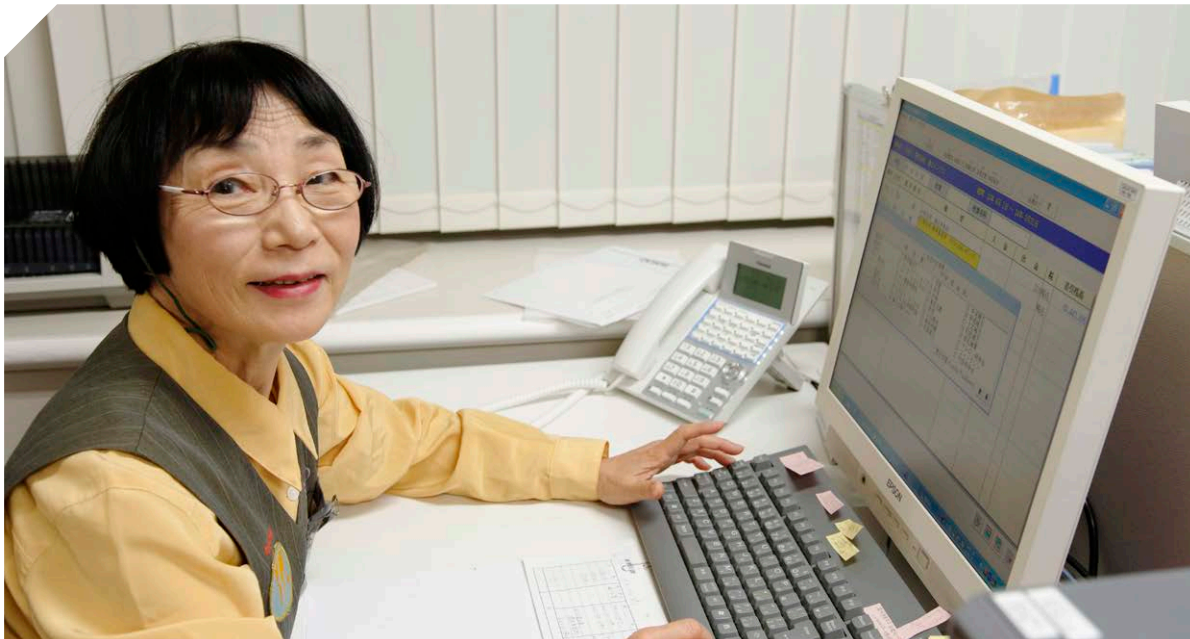
Ministries of education increased teachers' workloads as they improvised how to provide online learning and instructed public school teachers to assist with additional tasks such as sanitary and social welfare measures. Many teachers interviewed as part of the study considered that online harassment and bullying increased significantly, as well as workplace harassment and intimate partner and ex-partner violence. Most teachers did not seek help because they did not know where to go or did not trust authorities.

A study of the health and working conditions of 15,000 teachers in 24 provinces during the COVID-19 emergency conducted by the Confederation of Education Workers of the Republic of Argentina (CTERA 2020) found worsening conditions of employment and psychosocial stress. Apart from long working hours and very large class sizes, 59% of the

teachers had insufficient or unstable internet connections, 29% had no computer and 78% did not have any training on distance education. In addition, 90% reported they were struggling with combining work from home with domestic responsibilities and 27% reported excessive work demands from their superiors.

7. Digitalization, cyber harassment, platform/gig economy workers

Digital labour platforms, a key part of the debate about the future world of work, are enabled through mobile devices, decentralized information networks and big data analytics. Digitalization and new technologies have created a dramatically changed world of work. Increasing numbers of workers are working in remote non-office-based digitalized and platform work, a tendency which accelerated during the COVID-19 pandemic. Big data, AI and surveillance technologies have increased these risks significantly. Higher levels of stress and psychosocial risks are also associated with monitoring and surveillance of workers' performance. The "right to disconnect" has been incorporated into laws and collective bargaining in some countries (UNI 2020, UNI 2021). In particular, the expansion of platform work and the gig economy is often associated with heightened health and safety risks, including risks of violence and harassment.



Saijoinx Factory secretary typing on her computer. Electronic components manufacturing company. Kyoto, Japan. © Marcel Crozet/ILO

In promoting the role of social dialogue in managing the social impact of digitalization, the ILO has called for measures that “respond to emerging health and safety risks associated with digitalization, such as violence and harassment, psychosocial and ergonomic risks, and inappropriate use of data and surveillance systems, guided by international labour standards”. (ILO 2022: 3) Joint social partner initiatives have addressed the risks of digitalization and cyber violence and harassment in the world of work. Some of these recent initiatives make specific reference to C190 and the world of work.

Greater levels of worker surveillance, enabled by new technologies and the development of algorithmic management, are also issues of concern that have increased in importance during the lockdown as remote work became more widespread. These monitoring practices, which include demands to put cameras in a worker’s home, and algorithms to enhance productivity, as used by Amazon, all have implications for privacy rights. In Albania, workers successfully took a case to the Information and Protection Commissioner on the basis that surveillance practices were a violation of privacy (UNI 2021).

Despite many of the opportunities derived from digitalization, there are significant risks, including psychosocial and physical risks, that lead to violence and harassment (De Stefano et al. 2020; ILO 2018a, 2018b; ILO 2020a, 2020b; ETUI IPWS 2022). Specific attention has been given to the increase in digital forms of violence and harassment, including

cyberbullying and digital abuse such as posting a photo or message online, which may be a one-off, but with effects that can be long-lasting.

National studies reveal incidents of cyberbullying affecting 14%–20% of university employees (United Kingdom), 22% of teachers (Czech Republic), 22% of journalists (Sweden) and 72% of public servants (Australia); and data show that women are disproportionately affected (De Stefano et al. 2020). According to a global study by the United Nations Generation Equality Action Coalition on Technology and Innovation (2021), 38% of women reported personal experiences with online violence, leading the coalition to call for policies and solutions against online and tech-facilitated gender-based violence and discrimination.

Labour laws or labour codes, OSH regulations, non-discrimination laws and human rights instruments have addressed employers’ duty of care towards their employees (De Stefano et al. 2020). General data protection laws, along with companies’ internal policies and collective bargaining, are also important tools to reduce risks of online harassment.

Appendix 1.7 provides 12 examples of initiatives, strategies and negotiations that have addressed digitalization during the pandemic. The examples are summarized in table 7.

▶ Table 7: Digitalization	
Americas	<ul style="list-style-type: none"> ▶ In Peru, the National Association of Journalists of Peru (ANP) has addressed cyber harassment of women journalists through meetings, training on digital security and legal support for women journalists.
Asia-Pacific	<ul style="list-style-type: none"> ▶ In the report “Don’t Read the Comments: Enhancing Online Safety for Women Working in the Media” launched on 21 October 2019, the Media, Entertainment & Arts Alliance called for an industry-wide approach by media organizations to combat online harassment and abuse of women media workers.
Europe	<ul style="list-style-type: none"> ▶ In Denmark, in the food, hotel and domestic sectors, agreements ensure data protection for workers, including prohibitions on use of unacceptable photos or harassment circulated digitally. ▶ The CBA between Just Eat Spain and Spanish unions CCOO and UGT gives delivery workers the right to disconnect and privacy from digital surveillance. ▶ In the Netherlands, Deliveroo riders are covered under FNV’s collective agreement for the transport of goods, enabling riders to benefit from a range of benefits. ▶ The European social partner framework agreement on digitalization (ETUC, Business Europe, SME United and CEEP, 2020) has addressed the importance of respect and human dignity, the need to address risks from surveillance and to prevent violence and harassment, and the right to switch off. ▶ A Joint Statement on opportunities and challenges of digitalization for the education sector was agreed by the European Sectoral Social Dialogue in Education (ETUCE and EFEE) on 15 December 2021. ▶ The EPSU-IndustriALL-Eurelectric Framework of Actions on Digitalization in the European electricity sector (2022) addresses both protection from abuse of data, psychosocial risks and the right to switch off. ▶ In Europe, in the government sector, (2022) and the social partners have signed an agreement on digitalization that covers protections against cyber-harassment and domestic violence.
Global	<ul style="list-style-type: none"> ▶ UNI’s Professional and Managerial sector has drawn up a code of practice on online rights@work, addressing, among other areas, problems related to sexual harassment and the spreading of offensive comments. ▶ ITF has drawn up gig economy employer principles to ensure that transport workers have adequate and appropriate provision of personal protection equipment and sanitation facilities, and specific protections against violence and harassment in the workplace.

Unions have also addressed the relationship between precarious, unsafe and unregulated work and the risks of violence and harassment. Gig economy workers faced much higher risks of infection and aggression from customers during the -19 pandemic. For example, in the US, while the COVID-19 pandemic saw a significant increase in food and meal home delivery services, violent acts such as robbery and carjacking increased significantly. As so-called “independent contractors”, gig workers do not benefit from workplace safety training to prevent workplace violence, nor do they have recourse to an employer in the event of an aggression.

Legal cases in the courts in several European countries, such as France, the United Kingdom and the Netherlands, have ensured that some gig workers, such as Uber drivers and Deliveroo workers, are treated as employees rather than independent contractors. Some gig economy employers, such as Just Eat in Spain and Deliveroo in the Netherlands have agreed CBAs with unions which recognise the employment relationship and provide some level of social security coverage.

8. Remote working/teleworking

COVID-19 highlighted many of the risks associated with remote working and teleworking, including isolation and mental health issues, intensified workloads, longer working hours, 24 hour digital connection, and a blurring of professional and private life. This brought greater risks of violence and harassment, including domestic violence, which became much more prevalent when remote working became the norm during the pandemic (further examples of which can be found in the section on domestic violence below).

Trade unions face additional organizational challenges when union representatives are unable to

have in-person access to workers to negotiate collective agreements and must communicate through virtual and digital format. Unions are also very concerned that remote working can be used by employers to reduce employment security, by issuing short-term contracts or imposing bogus self-employment status on employees.

Appendix 1.8 gives 12 examples of initiatives, strategies and negotiations to address remote work/teleworking as part of pandemic response and recovery measures. These are summarized in table 8. Some additional examples of initiatives and negotiations on the domestic violence impacts arising from remote working can be found in table 10 on domestic violence, below.

► Table 8: Teleworking, remote working and hybrid working

Americas	► In Canada, the PSAC has established bargaining priorities to include in CBAs to respond to remote working, covering improved work-life balance for remote workers, the right to disconnect, and the right of employees to work in an environment free from violence, harassment and abuse of authority.
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▶ Table 8 (cont'd)	
Europe	<ul style="list-style-type: none"> ▶ In Belgium, an inter-sectoral Collective Labour Agreement (no.149) was signed in 2021 when compulsory telework was introduced. It addresses risks of telework, support for workers and the needs of vulnerable teleworkers, including victims of domestic violence. ▶ In France, an agreement on telework in the energy company Framatome includes domestic violence among the risks of working from home, along with information about where victims can gain support within the company and externally. ▶ A further agreement with Engie (2020) addresses regular remote working and addresses increased risks of violence and harassment. ▶ Also in France, a telework agreement between unions and the bank Société Générale provides information for people affected by family and domestic violence, along with possibilities to adapt teleworking. ▶ A CBA signed in the ICT sector hub Irideos (2020) addresses work-life balance and the introduction of a solidarity “bank of hours” for victims of gender-based violence. ▶ In Italy, the teleworking agreement between unions and Vodafone Italy integrates workplace supports, reduced working hours and paid leave, along with information about domestic violence organizations, into its protocols on teleworking. ▶ In Spain, guidance for negotiators has been produced by the CCOO, about the new law on teleworking (2020) and employers’ duty to carry out risk assessments and prevent violence and harassment during remote working. ▶ In the United Kingdom, Unite has drawn up a model framework agreement on homeworking that addresses safety and health issues, risks associated with occupational stress and domestic violence. ▶ At the European level, UNI-Europa signed a joint declaration with banking sector employers on remote working and new technology in response to COVID-19 (2021), addressing occupational health and safety, risks of technology enabled harassment and cyberbullying and the right to disconnect, among other issues.
Global	<ul style="list-style-type: none"> ▶ IndustriALL’s guidance on telework (2021) and UNI’s Principles on teleworking/remote working set out guidelines for negotiators, including providing support for and measures to address an employer’s duty of care to prevent and address violence and harassment and domestic violence during teleworking/remote working.

Agreements on remote/teleworking have encompassed clauses on violence and harassment in relation to wellbeing at work, psychosocial risks and inclusion of workers who fall into vulnerable groups. Some specifically refer to domestic violence (see for example, the agreement with Vodafone Italy, and guidance from IndustriALL). Guidance and position papers on telework proliferated during the pandemic and many of these documents addressed increasing risks for workers of online violence and harassment and domestic violence (ILO 2021, 2020a & 2020b, IndustriALL-Europe 2020, ACAS (UK) 2020, TUC (UK) 2020, CCOO (Spain) 2021). Some practical tools were also developed, including the UNI and the Young Workers Lab “WeClock” app that can measure time at work, whereby the data remains with the user.

With the ending of obligatory remote working and the return to the office in many countries, new patterns of remote working and hybrid working (part remote/part office) are emerging. Unions have engaged in negotiations for CBAs and proposals for legal frameworks on the right to request remote working, as is the case in Ireland in 2022. A good example is the law introduced in Spain (Royal Decree 28/2020) with provisions addressing remote work and teleworking and the design and implementation of measures against sexual harassment, harassment on grounds of sex, harassment for discriminatory reasons and harassment at work (Article 4). Victims of GBVH are entitled to protection, social assistance, changes to working time and working hours, and to have the right to request office or remote based working (Article 8).

9. Travel to and from work

The definition of the world of work in C190 includes travel to and from work. This has helped build union strategies to address safe transport, an issue that gained increasing attention during the pandemic. Unsafe travel to and from work, especially at night and when travel takes place to remote and isolated worksites, linked with long hours and/or shift work, and unsafe public or shared transport, create considerable risks for workers, in particular women workers. In the garment and electronics sector, shift work and/or long working hours (travelling early in the morning or late at night), particularly when it is dark and public transport unsafe, coupled with low wages mean that women often walk long distances or rely on lifts. Safety measures include provision of shuttle buses for workers, as is the case in Indonesia, India and Türkiye. Even where company transport has been provided for workers in large garment and electronics factories, women are still at risk if drop-off points are not close to their homes.

Prior to the adoption of C190 and the pandemic, some unions had already engaged in bargaining on the issue, assisted in some countries by legal frameworks addressing employers' responsibilities to provide safe transport for workers. These risks of violence and harassment increased significantly during the pandemic and led to calls from many unions representing workers in essential services to have access to safe travel. For example, health-care unions have argued that safe transportation of health workers should be ensured to protect them from exposure to COVID-19 on public transport and also to increased risks faced by women of gender-based violence (PSI 2020).

Appendix 1.9 provides six examples of union-led initiatives that have addressed the safety of workers travelling to and from work. These are summarized in table 9.

▶ Table 9: Travel to and from work	
Africa/MENA	<ul style="list-style-type: none"> ▶ In Tunisia, safe transportation for agricultural workers became an issue during the pandemic and union campaigns led to government commitments to address the problem. ▶ The Arab Trade Union Confederation (ATUC) has taken an innovative approach by designing a mobile app with an SOS alert if a worker is in danger, with links to information about safe travel. ▶ In the Occupied Palestinian Territories, a tripartite agreement has been drawn up to provide safe transportation for women.
Europe	<ul style="list-style-type: none"> ▶ In Georgia, a union initiative to ensure safe transportation for retail workers helped secure their safe travel during lockdown and led to changes in the law, putting obligations on employers to provide safe transport (see box 8). ▶ In the United Kingdom's hospitality sector, a campaign "Get me home safely" led to negotiations with companies to provide safe transport for workers after 23:00h, which became more urgent during the pandemic when many public transport services were cancelled (see box 8). ▶ ETF has called for safe transport since it passed a Resolution the ETF Congress in 2017 for the "Get Me Home Safely" campaign. Since then ETF has called on governments to ratify C190 and to explicitly extend employers' duty of care to include safe transport home policies for all workers.

► **Box 8: Union initiatives on safe travel to and from work: Georgia and the United Kingdom**

Georgia: safe transportation for retail workers during the pandemic

In April 2020, the Government of Georgia amended a decree issued on 23 March 2020, concerning “necessary measures to be applied to stop spreading Coronavirus”. These regulations obliged employers to ensure safe transportation of workers to and from work. Prior to the amendment, the Georgian Trade Unions Confederation appealed to the Government to address safe transportation since the curfew law restricted movement from 9pm to 6am, during which time public transport services were closed down. This resulted in a disproportional financial burden for workers who needed to commute. As a result of curfew restrictions, the administration of one of the largest supermarket chains in Georgia forced its women workers to stay at work during the night in supermarket stores. Unions reacted quickly and appealed to the government of Georgia to amend the regulations and oblige the employers to ensure safe transportation of workers to and from work. They referenced the language contained in Article 3(f) of C190 in the letter asking the government to oblige employers to ensure safe transportation of workers during the lockdown. These provisions enabled unions to make the case to oblige employers to ensure workers’ safe transportation. The proposal by the Georgian Trade Unions Confederation (GTUC) covered the “Spar” supermarket chain. After the government introduced the changes, the requirements on employers to provide safe transport became mandatory for all employers in Georgia.

United Kingdom: “Get me home safely” campaign

The Unite the Union “Get me home safely campaign” began in Scotland in 2021 after a young woman Unite member was assaulted after she was unable to get safe transport home just after the end of the lockdown. The campaign demands that employers’ duty of care includes safe transport home policies for all hospitality workers travelling home late at night, including making free transport home for staff a prerequisite for new liquor licenses. An example of this is the East Dunbartonshire Council licence agreement, which contains a safe transport home clause as part of their licencing agreement. The campaign has a broad aim to challenge employers to ensure safe travel provisions are in place for workers’ working past 11 pm. An important part of the campaign is focused on the UK Government’s ratification of C190 and to lobby for a change in the law to ensure that safe home principles become part of national legislation. On March 7th 2022, C190 was ratified by the UK Government.



10. Domestic violence at work

Domestic violence is recognized as a workplace issue in C190 and R206. It has become an increasingly important issue in negotiations for CBAs and workplace policies because the pandemic gave greater visibility to the issue. Although during the pandemic government attention shifted to the health, social

and economic impacts of COVID-19, many unions ensured continued attention to the workplace effects of domestic violence. An increasing number of countries have introduced or are introducing new legislation on domestic violence at work. Bargaining has been considerably strengthened where there are protections established in law. See box 9.

► Box 9: Selected laws on domestic violence at work to support bargaining

Argentina: Law 10318/2016, Argentina, includes a leave entitlement for gender-based violence in the family or workplace of up to 30 days renewable for Provincial State workers (teachers, health workers and workers in public administration). The law states that this leave can enable workers to recover from physical and/or emotional injuries and assaults and to obtain specialist legal and other support.

Australia: In May 2022, the Fair Work Commission issued a provisional decision to include paid family and domestic violence leave of 10 days in industry awards for permanent employees. It amends the Australian Fair Work Amendment (Family and Domestic Violence Leave) Act, 2018 which provided for 5 days unpaid family and domestic violence leave for all workers, including casual and temporary workers; care or support for a family or household member experiencing domestic violence; and the right to request flexible working arrangements.

Canada: Nearly all Canadian states provide for 5 days paid leave; the Federal Occupational Safety and Health Regulations, 2018 on harassment and violence give workers in federally-regulated workplaces the right to 5 days paid domestic violence leave, and 10 days of additional unpaid leave.

Ireland: The Organisation of Working Time (Domestic violence Leave) Act, 2022 provides 5 days paid domestic violence leave and protection from unfair dismissal for survivors. It was enacted following a campaign by trade unions to ensure the law is fully compliant with Ireland's forthcoming ratification of C190. As the Irish Congress of Trade Unions (ICTU) made clear in its letter to the Government, dated 31 October 2020, the COVID-19 pandemic had brought a "new urgency" to ratification as a result of the "alarming surge in cases of domestic violence across the world due to the effect of the confinement measures".

Italy: The Jobs Act, 2016 provides paid domestic violence leave for up to 3 months and is based on the same principles as maternity leave. Workers can change from full-time to part-time work or take the leave on a flexible basis. These entitlements must be negotiated in collective agreements.

New Zealand: The 2018 Domestic Violence Victims' Protection Act established the right to 10 days paid leave for victims of domestic violence, along with short-term flexible working for up to three months, and the obligation on employers to implement workplace policies.

Philippines: The General Labour Standards (Republic Act No. 9262) entitles workers to up to 10 days paid leave, to enable a woman to attend to medical and legal appointments. This can be extended, if necessary, and as specified in a protection order.

Spain: The Spanish Organic Law 1/2004 on protection against domestic violence provides for domestic violence leave and other workplace supports. Many CBAs have extended these provisions, including paid leave and financial support, in mandatory company equality plans.

► **Box 9: Selected laws on domestic violence at work to support bargaining (cont'd)**

United States: In 14 States, there are laws requiring employers to provide unpaid leave; in six States, including California and New York, there are laws prohibiting employment discrimination against employees who are victims of domestic violence; in 13 States there are laws requiring employers to provide paid leave to address victimization; and 42 States have amended their unemployment insurance laws giving survivors of domestic violence eligibility for benefits. Since 2012, all federal government agencies have to develop and adopt workplace policies and federal government contractors have to provide paid leave to their employees to address the impact of domestic violence.

The workplace impacts of domestic violence have been widely documented and include arriving late at work, difficulties staying in the job, lower productivity, risks of accidents at work, as well as risks arising from stalking and harassment, including abusive calls or emails, and in some cases physical assault and femicide in the workplace perpetrated by a partner or ex-partner. Unions have carried out surveys in Australia (McFerran 2011), Mongolia (CMTU & ITUC-AP 2016), Taiwan Province of China (ITUC- AP & CFL 2017), Philippines (ITUC-AP, TUCP, FWF & SENTRO 2015), Canada (CLC 2014), India (ITF 2021), United Kingdom (TUC 2014), Ireland, (ICTU 2014), and in French companies (Pillinger et al. 2022). Domestic violence can also impact a survivor's career development and opportunities to take training and other opportunities, leading to a widening gender-pay gap.

Union emergency measures introduced during the first lockdowns in 2020

The COVID-19 pandemic led to an exponential increase in domestic violence. In some parts of the world, along with a significant increase in gender-based violence, there has been an increase in sexual abuse, teenage pregnancies, child marriage and other harmful practices against girls. The pandemic added extra urgency, and visibility, to the problem of domestic violence.

During this time, many unions made demands on governments to strengthen the laws on domestic violence and provide resources. In South Africa,

FEDUSA called on the Government to increase resources and ensure that mobile clinics had a dual role to provide COVID-19 testing as well as support services for victims of GBV, particularly in densely populated townships and informal settlements.⁶ COSATU issued 24 demands to the Government, leading to the first National Strategic Plan on Gender-Based Violence, which addressed the disproportionate impact of the pandemic on women.

In Canada, the CLC and CUPE were among the unions pushing for a strong legal framework to support collective bargaining and to ensure that the employer's duty of care extended to the home. CLC, CUPE, UNIFOR and PSAC updated their bargaining support and guidance on addressing domestic violence, setting out guidance on options to communicate with a union official away from the home – hand signals and code words – and information about where to go for resources and support.⁷ Some local branches of CUPE set up funds to provide financial support for survivors of domestic violence.⁸ Various checklists and model clauses were developed to support the implementation of C190.⁹

In France, the CGT called for measures in the law to strengthen bargaining to protect victims of domestic violence, including: the right to paid leave; geographic relocation and adjustments to working hours or posts; and access to medical, social and psychological care for victims. It also called for the mandatory company "Single Risk Assessment Document" to address sexist and sexual violence and domestic violence. French unions also called for compulsory negotiations to prevent violence and protect victims, including on domestic violence.

6 <http://www.fedusa.org.za/2020/04/05/fedusa-insists-that-government-proclaims-a-special-anti-gbv-strategy-as-complaints-to-police-escalate-to-87-000-during-first-week-of-lockdown/>

7 <https://cupe.ca/negotiating-work-home-language-bargaining-table>

8 https://cupe.on.ca/wp-content/uploads/2020/04/Fact_Sheet_Domestic_Violence_Support_Services_2020_04_21.pdf

9 Domestic Violence Checklist in Training Toolkit p. 52: https://admin.industrial-union.org/sites/default/files/uploads/images/C190/TOOLKIT/facilitator_guide_en_web.pdf

In Italy, with the increase in domestic violence during the first lockdown, the three trade union confederations CGIL, CSIL and UIL raised the issue with the Government and as a result, the Government launched an initiative to publicize the national free phone 1522, managed by Telefono Rosa, and set up an app to make the service more accessible.

Various union resources relating to emergency measures on domestic violence were quickly made available after the pandemic. The ITUC created a web page to share information from affiliates about

support measures introduced during the pandemic.¹⁰ UNI (2020) issued guidance and information about COVID-19 and domestic violence “Supporting members in need – Leaflet on domestic violence and COVID-19”.¹¹ And practical guidance for unions and employers was produced by the DV@Work COVID-19 Briefings.¹² Many unions drew up practical advice for workplace representatives and became more active in advocacy for additional resources for emergency support services in the community. A selection of examples of domestic violence emergency measures put in place by unions can be seen in table 10.

▶ Table 10: Domestic violence: examples of emergency measures issued by unions (ITUC, 2020)	
Argentina	<ul style="list-style-type: none"> ▶ CTA-A participated in an initiative to provide emergency accommodation for women and LGBTTIQ+ people faced with domestic violence. CTA-A also issued information about the gendered impact of COVID, and information about emergency measures from a gender perspective.
Australia	<ul style="list-style-type: none"> ▶ Queensland Nurses and Midwives’ Union lobbied for additional resources for domestic violence services during COVID and worked closely with domestic violence agencies in implementing awareness training for nurses and midwives, which was provided online during COVID. The training has a vital role in assisting workers to identify and respond to domestic violence incidents in the workplace.
Brazil	<ul style="list-style-type: none"> ▶ Confetam adopted a resolution on violence against women during the lockdown, raising awareness that confinement is an aggravating factor for women in situations of violence. ▶ CUT-PE launched an information campaign #FiqueEmCasa (StayatHome) to raise awareness about domestic violence.
Canada	<ul style="list-style-type: none"> ▶ CLC drew up information and guidance for unions on “What should you do if you are concerned about a co-worker, friend or family member that you believe is experiencing abuse?” ▶ CSN provided information about shelters for women and how women can access help in an emergency. ▶ UNFCW provided information about the increase in domestic violence during the pandemic and information about emergency support services.
Chile	<ul style="list-style-type: none"> ▶ CUT, along with Congress representatives and civil society organizations, called on the government to take measures to prevent domestic violence during the lockdown.
France	<ul style="list-style-type: none"> ▶ CFDT issued information to raise awareness about new government measures announced in the light of the increase in cases of domestic violence during the confinement. ▶ CGT issued information about the increase in domestic violence during the pandemic and the need to protect workers. CGT also declared that domestic violence during the lockdown was a trade union emergency. CGT reminded employers about their responsibilities to provide support for workers in the event of violence occurring at home, during teleworking, and that the employer has the responsibility to ensure the safety of employees.

10 ITUC: <https://www.ituc-csi.org/union-responses-to-gender-based>

11 COVID-19 and domestic violence, UNI Global Union (2020) <http://en.uni-iwd.org/imagenes/coronavirus/infografia/DomesticViolenceCvid19EN.pdf>
https://en.breakingthecircle.org/descargas/en/discriminacion/violencia_en.jpg

12 COVID-19 see: DV@Work COVID-19 Briefings (2020) <http://dvatworknet.org/content/dvwork-COVID-19-briefings>

▶ Table 10 (cont'd)	
Israel	▶ Histradut produced a video to raise awareness about domestic violence.
South Africa	▶ FEDUSA called for a government anti-GBV strategy after 87,000 complaints of domestic violence were made to the police during the first week of the lockdown.
Spain	<ul style="list-style-type: none"> ▶ CCOO issued information about the introduction of regional support measures and domestic violence resources. ▶ UGT issued guidance on protecting all victims of gender-based violence, and a video on assistance for victims of gender-based violence. ▶ USO issued information about crisis services available to victims of domestic violence, with information about the Ministry of Equality's contingency plan declaring assistance to victims of gender-based violence an essential service, in accordance with art. 2a of Law 8/2011, of 28 April.
United Kingdom	<ul style="list-style-type: none"> ▶ The FDA issued guidance for trade union negotiators on domestic violence. ▶ The Communication Workers Union issued information on how to give support for mental health and domestic violence during lockdowns. The TUC issued an interactive guide on domestic violence for workplace representatives and resources on how unions can give support to victims.
Uruguay	<ul style="list-style-type: none"> ▶ PIT-CNT called for the Government, municipalities and other relevant institutions to introduce emergency support measures as a matter of urgency. ▶ The banking union, AEBU, offered emergency accommodation for people fleeing domestic violence for up to 152 people, at the union's Piriápolis Holiday Park and in the AEBU Daymán Juanjo Ramos Complex.
United States	<ul style="list-style-type: none"> ▶ AFL-CIO issued information and guidance materials on domestic violence during COVID for workers. ▶ The Communication Workers of America (CWA) issued information about the dangers of domestic violence during quarantine.
Global unions	<ul style="list-style-type: none"> ▶ UNI issued a leaflet "Supporting members in need: Domestic violence and COVID-19" and a further statement "Women bear the brunt of COVID-19 impact, say UNI unions". ▶ UNI-Europa advocacy issued the leaflet "Women and their unions are battling a double crisis: COVID-19 and domestic violence". ▶ IUF issued a statement "We cannot let domestic violence accompany the spread of COVID-19". ▶ BWI called for the ratification of C190 to address COVID-19 violence against women. ▶ PSI called for a gender-responsive approach to COVID-19 "Thinking a gender-responsive approach to COVID-19". ▶ ITF produced a global podcast "Women's advocacy and COVID-19" and videos with women telling their stories about GBV and why campaigning for ratification was important to them (ITF 2020c). ▶ IDWF made recommendations for domestic workers: "The impact of COVID-19 on domestic workers and policy responses".

Union policies and negotiations on domestic violence during the pandemic

While C190 and R206 strengthened union negotiating positions on domestic violence, the pandemic highlighted the importance of measures to address domestic violence. In Australia, there was already considerable precedents and experience of collective bargaining on domestic violence prior to C190. Clauses on family and domestic violence leave provisions have been included in all 122 of Australia’s recent awards.

Paid family domestic violence (FDV) leave is now in place in enterprise agreements covering as many as two million workers (Fair Work Commission 2021).¹³ In 2022, following legal advocacy by ACTU the law was extended to include 10 days paid domestic violence leave. Nationally, the ACTU has created a model clause with a demand of 20 days paid leave for family and domestic violence for all workers.

Provisions in recent CBAs include:

- ▶ Workplace supports such flexible work arrangements, reorganization of work tasks or work location, protection from dismissal, financial support and housing support.
- ▶ Paid “safe” leave established in collective bargaining ranges from 3-5 days of paid leave in France, to 10 days of paid leave in the Philippines, 20 days and even unlimited leave in agreements in Australia, and at least three-months of paid leave in Italy.
- ▶ Holding perpetrators accountable, training of workplace managers and union representatives to provide confidential support, domestic violence risk assessment and safety planning.
- ▶ Specific guidance and measures to communicate with and support survivors during remote working, teleworking and hybrid working as a result of COVID-19 lockdown and emergency measures.

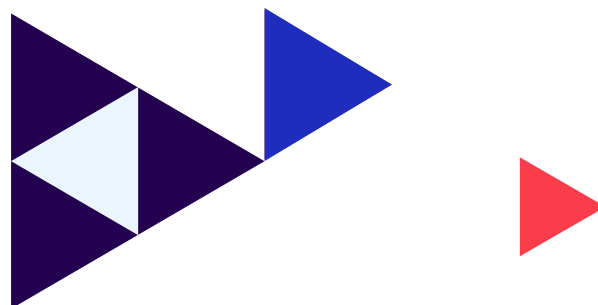
Appendix 1.10 provides 42 examples of initiatives, strategies and negotiations on domestic violence agreed by and with unions after the adoption of C190. Table 11 summarizes the examples.

▶ Table 11: Domestic violence	
Africa/MENA	<ul style="list-style-type: none"> ▶ In South Africa, FEDUSA called for COVID-19 testing centres to become sites to provide support for victims of domestic violence. ▶ Also in South Africa, unions in the public services issued a consolidated bargaining claim for the introduction of workplace supports and paid leave for victims of domestic violence in 2020, including in remote working (PSA). ▶ COSATU, as part of the #TotalShutdown movement in South Africa, made demands to address domestic violence impacts at work in the development and roll-out of the National Strategic Plan on gender-based violence.

¹³ According to the Fair Work Commission (2021), a total of 7879 enterprise agreements, representing around 65% of all agreements, which were approved between 7 July 2018 and 30 June 2021, contained some type of FDV clause or provision. The great majority of the agreements (83%) are in workplaces/companies with union coverage. When paid leave is considered, 97% of agreements including paid leave were in workplaces/companies with union coverage. Length of paid leave varies, with nearly 10% of agreements with paid leave providing for more than 10 days of paid leave and 63% providing for 10 days of paid leave. This represents a significant increase in enterprise agreements since the previous (2018) review.

▶ Table 11 (cont'd)	
Asia-Pacific	<ul style="list-style-type: none"> ▶ In Australia, enterprise agreements across many sectors were revised or amended to take account of risks during COVID-19. Examples are given of agreements in the construction sector (CFMEU), manufacturing sector (AMWU) and transport sector (RTUB). ▶ Model clauses setting out 20 days paid leave has provided the framework for union negotiations across many sectors and have been drawn up by the Australian Council of Trade Unions (ACTU) and Victoria Trades Hall Council (VTHC) (2020). ▶ In the Philippines, the NTUC Phl has negotiated clauses on domestic violence, and an agreement in the transport sector includes provisions on paid domestic violence leave (OBRERO). ▶ In New Zealand, a policy on domestic violence was agreed in the diary sector with the union, Te Runanga Wai U. ▶ In Türkiye, a model policy on violence and harassment includes clauses on domestic violence, covering workplace supports, readjustment of working time or work location, and paid leave (HAK-IS).
Americas	<ul style="list-style-type: none"> ▶ In Argentina, protocols to address domestic violence were agreed in the pharmaceutical sector (2019), the tourism sector (2020) and the education sector (2019), which applied during the pandemic. ▶ In Brazil clauses on domestic violence are included in sectoral CBAs in the banking (2020). ▶ Also in Brazil in the postal sector an agreement between the union FENTECT and Correios has addressed domestic violence (2018). During the pandemic negotiations led to improved safety measures for front-line postal staff, whose lives were put at risk from the lack of safety protections and PPE. ▶ In Canada, Women's Advocates provided support during the pandemic, including helping victims to access COVID-19-related income supports (Unifor). Unifor resources and guidance on workplace supports for domestic violence include model language for CBAs and how to establish a Women's Advocates programme (box 10). ▶ Canadian unions (CLC, CUPE, Unifor & USW) adapted their existing policies and guidance to the new reality of remote working during the pandemic. ▶ Also, in Canada in 2020, collective agreements for the public and private sectors included new provisions on training on domestic violence in education, research and postal sectors (NUPGE). The union has pro-actively encouraged the integration of clauses on domestic violence in CBAs to ensure the full implementation of new legislation. ▶ Also in Canada, USW's (2021) bargaining guide on domestic violence provides model language for collective agreements covering workplace supports such as paid leave, confidentiality, protection from dismissal, workplace accommodations such as changing work schedules, and safety planning; examples are given of CBAs negotiated with USW.

▶ Table 11 (cont'd)	
Europe	<ul style="list-style-type: none">▶ In Denmark, training of shop stewards has led to the negotiation of workplace policies across the public and private sectors.▶ In France, CBAs on professional equality in the telecoms company Orange (2021), with the transport company SNCF (2021), in the energy sector with EDF (2021), in the postal sector with La Poste (2019), in the public sector with CNAF (2021) and the banking sector with Crédit Agricole, all include clauses on domestic violence, including paid leave and other workplace supports such as counselling and help with housing (box 10).▶ In Italy, agreements have been signed in education, health, ICT, construction, banking/insurance and the automotive industry, and provisions on domestic violence were included in an agreement on wellbeing at work as part COVID-19 responses in the telecoms sector (Vodafone) (box 10).▶ In Ireland, agreements for workplace policies were drawn up in response to the devastating effects of COVID-19 on women's safety in the postal sector with An Post (2021), in the banking sector with Danske Bank (2021) and in the telecoms sector with EIR (updated in 2021).▶ In Spain, paid leave and financial support are included in workplace protocols in many companies, including the finance and insurance sectoral agreement (2021), in the energy sector with Endesa (2020), in the national banking agreement (2021), among others.▶ In the United Kingdom, two examples of policies and guidance that were agreed with unions and updated to take account of remote working are from Newcastle Council, 2022 and Luton Borough Council, 2021.▶ Also in the United Kingdom, guidance for the education sector (NASUWT), public services (UNISON), and private sector (UNITE) were either updated or were in the process of being updated to take account of the pandemic and the need to address domestic violence during remote working.▶ ETF guidance (2020) includes guidance on drawing up a workplace policy, including model clauses on domestic violence policies and domestic violence risk assessment in the transport sector.



► **Box 10: Domestic violence as a workplace issue during the pandemic**

CBA with Vodafone, Italy: domestic violence supports during the pandemic

The 2020 CBA between the national and territorial trade unions (SLC CGIL, FISTEL CISL and UILCOM UIL) and Vodafone Italy is an example of a new generation of CBAs that integrates domestic violence into smart working and agreed protocols on remote working. Domestic violence is included as a special case (along with workers with a disability, single parents with dependent children, parents with a child with a disability and new parents) where measures may be implemented to enable employees to work reduced hours and have additional leave. The agreement increased paid domestic violence leave from 10 days (as provided for under the Vodafone Italy policy) to 15 days to cover medical and psychological advice and counselling, and to provide support in reporting to the police and contacting domestic violence organizations; and help is given to change the victim's company telephone number and email address.

Unifor's Women's Advocates' programme, Canada

During the pandemic Unifor's Women's Advocates' programme played an important role in ensuring supports to all workers in recovery and return to work following lockdowns in Canada. The programme, run by the Women's Department of Unifor, has been transformational in raising awareness and in providing confidential support for survivors of domestic violence and sexual harassment. Given their high profile in the workplace and trust developed among workers during the pandemic, the Advocates continue to support survivors of domestic violence, with many providing safe sources of information and ensuring that relevant information is passed on to survivors. The Women's Advocates model has been adopted by the International Transport Workers' Federation (ITF) as a tool to organize and empower women transport workers in India and Nepal, Argentina and Colombia.

Agreements on domestic violence in France

Many of the most recent agreements in France signed during the pandemic addressed the demands of unions for more specific rights such as paid leave and financial and housing support in order to respond to the increase in domestic violence arising from COVID-19. The CGT union, for example, lobbied the government to protect the jobs of victims of domestic violence and to mandate employers to negotiate measures on domestic violence. Some agreements address risks associated with teleworking. French companies such as PSA Group, EDF Group, Orange, Michelin, La Poste and Carrefour have addressed domestic violence as a workplace issue as part of their agreements on professional equality. The first agreement on this issue, in 2009, was with the Renault PSA group. Since then, three-yearly agreements on professional equality between women and men have included provisions to support victims of domestic violence, such as adjustments in working hours, housing assistance and information and support from occupational health staff, company social workers and managers, and have included provisions for training for managers. The most recent CBAs include paid leave of between 3 and 5 days, along with other supports in the workplace.

With regard to global framework agreements (GFAs), one GFA has now included reference to domestic violence. The Orange GFA names domestic violence as a workplace issue and makes direct reference to C190 (see Section 5). In several other recently agreed GFAs, despite no explicit reference to domestic violence, unions can infer that domestic violence is covered by virtue of a reference to C190.

Several companies responded to the pandemic by providing financial support to domestic violence organizations during the pandemic. For example, Vodafone adapted their global policies to the realities of remote working and hybrid working (Vodafone 2021). Many global corporate policies have been inspired by the first global policy on domestic violence, agreed by Vodafone in 2019 and updated in 2021, which set out the "recognise, respond and

refer” framework in a toolkit that was made widely available for companies. Unilever, Anglo American and ABInBev have followed suit with global policies setting out standards on domestic violence, including a minimum of 10 days domestic violence paid leave. The implementation of the policy is left to relevant national sectoral level bargaining, if applicable. In addition, in France, there have been several corporate initiatives to end violence against women, such as the “OneinThreeWomen” network of companies supported by the Kering Foundation with the *Fondation agir contre l'exclusion* (FACE). By 2022, 10 companies had signed up to the “OneInThreeWomen” Charter committing them to measures to address the prevention of domestic violence. A group of French companies publicly signed a statement supporting a convention on

violence and harassment prior to its adoption (CARE France 2019).

11. Training, awareness-raising, guidance

This section provides examples of union training awareness programmes including guidance materials and bargaining support, multistakeholder initiatives and tools for awareness-raising through participatory research

Appendix 1.11 gives 42 examples of union training and awareness programmes at the national and sectoral level addressing violence and harassment. These are summarized in table 12.

▶ Table 12: Examples of union training and awareness-raising programmes	
Africa/MENA	<ul style="list-style-type: none"> ▶ In Benin, awareness-raising, information provision and advocacy has been carried out with the government and through media dissemination (COSI). ▶ In Kenya, Nigeria and Uganda, training and awareness-raising workshops and bargaining support has been carried out for IUF affiliates. ▶ In Senegal, awareness-raising was carried out through collaboration between ITUC affiliates. ▶ In South Africa, awareness-raising workshops and information is provided in the health sector (HOSPERSA). ▶ ITUC-Africa runs training and awareness-raising workshops about C190 and R206 and how violence and harassment can be addressed as an OSH and a gender equality issue, as part of a specific programme to support awareness-raising (see box 11).
Asia-Pacific	<ul style="list-style-type: none"> ▶ In Bangladesh, the Gender Platform, a multistakeholder platform of human rights organizations, unions, employers and government agencies, has played a highly-visible role in raising awareness about the impact of COVID-19 on women workers, and the need to introduce a law on preventing sexual harassment and ratify C190. ▶ In Indonesia, training and awareness-raising has been undertaken through the coalition “End GBV at the workplace”, which went online because of the pandemic and put a greater emphasis on domestic violence. ▶ In Morocco, the “Coalition C190” is comprised of unions, government, employers, human rights and civil society organizations, ILO and experts. ▶ The Women’s Chapter of the Pakistan Workers Federation (PWF) held a high-level tripartite meeting, in collaboration with the government of the Punjab Labour and Human Resources Department, in April 2021. ▶ In the Philippines, a “Leaders Forum” comprising government and national employer bodies was established, and the first National Tripartite Forum on C190 was held on 28th January 2021. ▶ In Türkiye, a programme of training and awareness-raising about violence and harassment and C190, has targeted over 1,000 garment workers. ▶ Also in Türkiye, a social dialogue platform aimed at raising awareness about the ratification of C190 was created by the HAK-IS confederation with the ILO, UN Women, UNFPA, unions, employers and women’s organizations.

▶ Table 12 (cont'd)	
Americas	<ul style="list-style-type: none"> ▶ In Costa Rica, online training on female leadership and addressing is being carried out GBVH in partnership with the ILO (CTRN). ▶ In Nicaragua, awareness-raising with domestic workers (FETRADOMOV/SITRADOTRANS). ▶ In Peru, unions collaborated to undertake training and awareness-raising is ongoing (CGTP, CATP, CUT). ▶ Awareness-raising and information about C190 was disseminated through the Latin American Working without Violence network established by Education International (EILA). ▶ In Argentina, union programmes provide awareness-raising directed at male truck drivers. ▶ In Canada, a programme to engage men as active bystanders and to speak out about GBVH has been established (USW). ▶ In Canada, guidance materials on addressing violence and harassment for post-secondary schools in Canada (CUPE); ▶ In Brazil, guidance materials for unions on C190 and R206 (CUT);
Europe	<ul style="list-style-type: none"> ▶ In Austria, awareness-raising, training and bargaining guidance for unions in the private sector has been established (VIDA) ▶ In Denmark, joint guidelines have been issued on ending violence and harassment in the hotel and restaurant sector (3F). ▶ In Israel, awareness-raising is ongoing about GBVH (Histradrut).
Global	<p>There are many examples of global training programmes since the adoption of C190, with many started after the onset of the pandemic. They include:</p> <ul style="list-style-type: none"> ▶ ACTRAV's global training programmes organized through the ITC-ILO training centre; the joint global union publication of a "Train the Trainers Toolkit: Violence and harassment in the world of work" (ITUC/GUFs 2021). ▶ IndustriALL training programme on violence and harassment, with a specific focus on GBVH (2021). ▶ Collaboration between global unions in the #GenderEqualNewNormal webinar series and collaboration in the campaign for the ratification of C190 under the banners #RatifyC190 and "It Can Change Lives". ▶ The UNI global campaign "Breaking the Circle" covers specific themes each year, including awareness-raising about domestic violence, the impact of the pandemic and a campaign directed at male trade unionists under the banner "Am I man enough?".

Training and awareness-raising programmes

Following the adoption of C190, many global and national union strategies emphasized training and awareness-raising on violence and harassment. Many unions increased the volume and reach of their training initiatives through online training programmes as part of the COVID-19 support measures. There are also numerous examples of dedicated union training programmes on violence and harassment, including GBVH, and training programmes on OSH that now integrate sessions on violence and harassment. In addition, over half of

the examples collected for this report concerning negotiations or CBAs include specific training for workers and managers to support the implementation of agreements and workplace policies, while more than 50 of the examples address general awareness training about violence and harassment and the different forms that it takes.

For example, training programmes with unions in the garment sector in Bangladesh, Cambodia, India, Türkiye and Indonesia (IndustriALL/Pillinger 2022, Pillinger et al. 2022, CNVI 2021, Solidarity Center 2019, 2020) have helped to build the capacity and knowledge of union negotiators.



Some unions have put in place training and guidance to ensure that OSH training and policies are gender responsive. For example, in Italy all training courses, organized by CGIL CISL UIL, for company and territorial trade union safety representatives include a dedicated module on gender policies and the relationship between gender and health. USW in

Canada has provided training and guidance for OSH committee members on ensuring gender-related provisions in OSH. Specific awareness-raising has been carried out with men in trade unions, aimed at changing men's attitudes, while also building men's capacity to become agents for change.

► **Box 11: ITUC-Africa's support for affiliates' Women's Committees awareness campaigns on all forms of violence and sexual harassment**

ITUC-Africa considers the ratification and domestication of C190 a key priority. At the ITUC-Africa Congress held in Abuja in 2019, 45 women leaders of African unions signed a resolution urging governments to ratify C190 and calling on employers to commence negotiations for CBAs that address GBVH (ITUC-Africa 2019). The Abuja Congress led to a roadmap with actions focused on social dialogue and awareness-raising. These activities, which targeted governments, employers, unions and grassroots communities, are led by the ITUC-Africa Secretariat and implemented via affiliated Women's Committees at the national level.

In each country a national platform has been established to bring together all the organizations affiliated to ITUC-Africa in a coalition or network of women trade unionists. Unions have been able to share ideas, inspiration and resources, and have been encouraged to work together with other partners on the issue. C190 information was explained in African languages and the Women's Committees sought to work closely with the Ministry responsible for gender and women.

Training and awareness-raising workshops have helped build bargaining skills and have provided participants with knowledge about C190 and R206 and how violence and harassment can be addressed in the workplace, as both an occupational safety and health and a gender equality issue. This has helped to empower women to speak out about GBVH, and to build strategies in the unions to eradicate violence and harassment. Trade union leaders have also spoken out about violence and harassment.

Awareness-raising through multi-stakeholder and tripartite initiatives

Multi-stakeholder initiatives which involve trade unions, such as the Ethical Trading Initiative and the Fair Wear Foundation, have played an important role in promoting fundamental rights at work, and human rights due diligence across the supply chain, with a specific focus in the last few years on ending sexual harassment and the ratification and implementation of C190. At the national level, unions have engaged in awareness-raising by building alliances, platforms and training with multiple partners.

Alliances between unions and other stakeholders to end violence and harassment and ratify C190 have grown in importance since June 2019 and the adoption of the Convention. Many of these initiatives have led to direct engagement with employers and governments.

Participatory research and data collection to enhance union advocacy and bargaining

Participatory research has been an important tool for raising awareness, empowering union representatives and in providing data on workers' experiences of GBVH in order to advocate for new clauses in CBAs. Examples of participatory research on GBVH can be found in Cambodia, Indonesia, India and Nigeria. These programmes drew on well-tested methodologies in action research. In Indonesia, for example, the awareness of GBVH raised from the research led to the idea of using C190 to argue for creating "GBV-free zones" in garment factories.

The research, carried out with FSB Garteks, the Federation of Independent Unions (GSBI) and the National Workers' Union (SPN), found that 71% of the women garment workers had experienced GBVH at work (Solidarity Center 2019). While the research was carried out prior to COVID-19, it helped form the basis for a strong union-led platform to ensure that GBVH remained on the agenda during the pandemic.

Participatory research in India addressed the workplace impacts of domestic violence (ITF 2019). It similarly helped unions to understand how they could play a role in addressing the workplace effects of domestic violence during the pandemic and the importance of C190 and R206. Indian unions are

considering how to integrate provisions on domestic violence into workplace policies and agreements.

Participatory research carried out in 2021 by the Nigeria Labour Congress (Solidarity Center 2021) addressed the need for data to convince employers and the government to take the issue seriously and address violence and harassment across the informal economy, manufacturing, healthcare, education, construction, media, hospitality and the public sector.

The research led to the NLC drawing up recommendations for unions, employers and the Nigerian Government to prevent and address GBVH, including awareness-raising in the world of work, ratification and implementation of C190, development of workplace policies and ensuring legislation includes the definition of GBVH in C190. The participatory research was also important in inspiring action to address GBVH by informal market traders.

Collective bargaining guidance and model clauses

An important strategy has been to provide guidance on addressing violence and harassment in collective bargaining, including through the use of model policies and clauses, as documented in various parts of this report. Negotiators have used this language to propose workplace policies, codes of conduct and/or clauses in CBAs, some of which address challenges arising from COVID-19 and remote working and digitalization. Examples of model clauses include the UK TUC's model prevention of sexual harassment policy, the Unite Union's model workplace harassment, discrimination, and bullying policy, and UNISON's model policy on sexual harassment. The most extensive use of model policies and clauses on domestic violence can be found in Australia (as discussed in the previous section). Other examples include a multilingual briefing paper on C190 and R206 by CNVI (2021), and guidance on drawing up workplace policies and risk assessments by the ETF (2020).

► Section 5. Global agreements, joint statements and memoranda of understanding

Over the last decades, in response to globalization and the growth of multinational enterprises, the global union federations (GUFs) have sought to reach agreements with multinational companies on respect for fundamental rights at work throughout their operations and in supply chains. This section explores the role of global framework agreements (GFAs), signed between global unions and multinational enterprises, as well as other joint statements and commitments. An increasing number of these global agreements now address violence and harassment and particularly sexual harassment (ILO 2016, ILO UN Women 2019). GFAs have been signed in a wide range of sectors including garments, agriculture, hotels, banking, electronics, and manufacturing. Several GUFs, and principally UNI, IndustriALL and IUF, have been active in negotiating these agreements. GFAs give leverage to unions organizing workers across global supply chains, and provide channels to report non-compliance through global and national monitoring committees, mechanisms which have been substantially strengthened in recent agreements.

These mechanisms are helpful in extending provisions across global supply chains to those countries

where international labour standards are poorly implemented and/or where ratification of C190 is unlikely to take place in the immediate future.

A summary of the 21 global agreements that contain provisions relevant to violence and harassment can be found in Appendix 2. This includes 16 agreements signed after the adoption of C190 and 14 agreements signed prior to the adoption of C190. In addition to these global agreements, several European-level agreements address violence and harassment in institutional social dialogue mechanisms, notably European Works Councils and the European sectoral social dialogue, examples of which are included in Appendix 1.

Agreements and Joint Commitments after the adoption of C190

Table 13 lists the 16 GFAs and joint commitments referring to violence and harassment that were signed since the adoption of C190.

► Table 13: GFAs and joint commitments with content on violence and harassment, agreed or renewed after the adoption of C190	
Automotive industry	<p>Groupe Renault-IndustriALL Addendum to the GFA on life at work of 9 July 2019, setting out the conditions for remote working by Renault Group employees (2021)</p> <p>IndustriALL-Daimler renewed Agreement on Principles of Social Responsibility and Human Rights (2021)¹⁴</p>
Banking	Crédit Agricole S.A. Group-UNI GFA (2019) ¹⁵
Energy	<p>ENI-IndustriALL Memorandum of Agreement (2021),¹⁶ supplementing the 2019 renewal of GFA on International Industrial Relations and Corporate Social Responsibility¹⁷</p> <p>EDF-IndustriALL-PSI and national unions in France, Germany, Italy, Brazil, Belgium, and China. (2021)</p> <p>ENGIE-PSI, BWI, IndustriALL (MNE home country unions CGT, CFE-CGC, CFDT, FO). GFA on Fundamental Rights and ENGIE'S Social Responsibility (2022)</p>
Food	Arla-IUF Agreement to fight sexual harassment (2019)

14 <https://www.industrialunion.org/industrial-and-daimler-sign-innovative-global-agreement>

15 https://www.uniglobalunion.org/sites/default/files/imce/aci_international_framework_agreement_en_25_07_19_1.pdf

16 https://www.uniglobalunion.org/sites/default/files/imce/aci_international_framework_agreement_en_25_07_19_1.pdf

17 https://www.industrialunion.org/sites/default/files/uploads/documents/GFAs/Eni/2019/gfa_eng.pdf

18 https://www.eni.com/assets/documents/global-framework-agreement_eng.pdf

▶ Table 13 (cont'd)	
Garments	Inditex-IndustriALL GFA (2019)
	H&M Group- IndustriALL Joint Declaration on the economic and social recovery during the COVID-19 crisis (2021)
	Inditex-IndustriALL Joint Statement to support the economic and social recovery of the global garment industry through COVID-19 crisis (2020)
Hotels	AccorInvest-IUF Agreement on Fighting Sexual harassment (2019)
	RIU Hotels & Resorts-IUF Joint Commitment to eradicate sexual harassment (2021) ¹⁸
Manufacturing	Siemens Gamesca-IndustriALL GFA on Social Responsibility (2019) ¹⁹
Materials technology	Umicore-IndustriALL GFA on Sustainable Development (2019) ²⁰
Mining	IndustriALL-AngloAmerican Company MoU (2021)
Telecoms	Orange-UNI GFA on workplace gender equality within the Orange group (2019)

Over half of the agreements cover all forms of violence and harassment, and ten make explicit provisions on GBVH, mainly sexual harassment. In relation to sectors covered, three are in the energy sector, two in the garment sector, two in the hotels sector and two in the automotive sector. The other sectors are telecoms, mining, materials technology, food and banking.

Specific reference is made to C190 in seven agreements. These are the GFA Engie (2022), the Joint Commitment with the RIU Hotels & Resorts (2021); and the GFA supplemented by an MoU on the implementation of C190 ENI (2021), the GFA with Orange (2019) and C190 is listed alongside other international labour standards in the GFAs with Daimler (2019), Inditex (2019) and Siemens Gamesca (2019). Several GFAs refer to the language and scope of C190, without actually naming the Convention.

Many agreements provide more detailed provisions on violence and harassment than was previously the case. New provisions on whistle-blowers, as provided for by C190, can be found in the agreements with Orange (2019), Arla (2019) and Umicore (2019). New provisions on prevention through OSH and by addressing psychosocial risks can be found in agreements with Orange (2019), Umicore (2019), EDF (2021), Groupe Renault (2021) and RIU Hotels (2021). Some agreements, including Daimler-IndustriALL (2021), Siemens Gamesca-IndustriALL (2019) and Umicore-IndustriALL, covering the cobalt supply chain (2019), refer to human rights' due diligence,

although not specifying the application of due diligence to violence and harassment. However, due diligence could eventually be extended to violence and harassment across global supply chains and is an issue that has been discussed by several global trade unions.

While negotiations for some new or renewed GFAs continued during the pandemic, many were halted or new emphasis was given to COVID-19-related measures. From 2020 onwards several GFAs focused on critical issues facing workers in a rapidly changing world of work resulting from the pandemic. Existing trends were accelerated by COVID-19, particularly in relation to digitalization and the role of teleworking/remote working. Joint monitoring of the implementation of agreements has been strengthened. With COVID-19 restrictions lifted in many countries in 2022, it is anticipated that negotiations will recommence for the renewal and updating of new GFAs to take account of C190, for example, in sectors such as banking, finance and commerce.

Most of the GFAs and joint commitments agreed after early 2020 address issues related to violence and harassment during the pandemic, and a smaller number introduced specific measures related to COVID-19 response and recovery. They took the form of supplements to existing GFAs, such as the memorandum of understanding with Inditex in 2020, the Declaration with H&M, the Joint Declaration on telework in banking in 2021 and the Renault addendum on Remote Working (2021).

18 <https://www.iuf.org/news/new-agreements-with-riu-hotels-resorts-on-union-rights-and-sexual-harassment/>

19 <https://www.industrialunion.org/industrial-renews-global-agreement-with-siemens-gamesca>

20 https://www.industrialunion.org/sites/default/files/uploads/documents/GFAs/Umicore/gfa_-_industrial-umicore_-_2019_renewal.pdf

▶ Global Framework Agreements (GFAs), joint statements and memoranda of understanding



- ▶ **GFAs have been signed in a wide range of sectors** including garments, agriculture, hotels, banking, electronics, manufacturing. Several GUFs, and principally UNI, IndustriALL and IUF, have been active in negotiating these agreements.

- ▶ **Human rights due diligence and violence and harassment:** Addressing human rights due diligence across global supply chains is a further way that trade unions have the potential to address and provide for monitoring of company programmes to end violence and harassment, including through gender-responsive approaches.



Emergency measures were issued by two companies with existing GFAs with IndustriALL: a Joint Statement with Inditex (2020) and a Joint Declaration with H&M (2021) set out specific commitments relating to economic and social recovery of the global garment industry from COVID-19. While not explicit about the risks of violence and harassment, these commitments were important to ensuring social dialogue and wage stability, at a time when increasing levels of uncertainty and the erosion of working conditions had led to much greater vulnerability of garments workers due to violence and harassment.

The Joint Declaration with H&M re-affirmed the commitment to safeguard workers' rights and working conditions and support the economic and social recovery of the industry from the COVID-19 crisis.²¹ The Joint Statement with Inditex also commits to safeguarding workers' rights and makes specific reference to C190 in the list of International Labour Standards that the parties are committed to implementing.²²

In the case of the GFA with Renault, six months after the signing of the GFA between Groupe Renault and IndustriALL, an addendum on Remote Working²³ was agreed on 9 July 2021 to address the consequences of the general lockdown and to "very rapidly adapt the working conditions of all its employees" through measures to address remote working and the consequences of digitalization. The aim is to strengthen employees' work-life balance, and specifically includes the right to disconnect outside of normal working hours where "they are not required to respond to any emails or phone calls they receive and should do their best to limit their own messages and calls to exceptional emergencies, relating exclusively to the security of employees and/or customers".

In relation to violence and harassment the addendum states: "More specifically, the signatory parties disavow any form of violence at work, harassment or discrimination against its employees (ILO Convention no. 190). Any employee who notices inappropriate actions and behaviour in relation to remote working situations, and particularly violence, harassment or discrimination at work, may therefore use the whistleblowing system, in complete confidentiality and with protection, as already specified in the 2019 framework agreement". In 2021 in France, negotiations commenced between Renault Group and trade unions to define and implement

new forms of work organization within the framework of this agreement.

Since the adoption of C190, a suite of new GFAs has either referred directly to C190 or used the language and scope of the Convention. The agreement between Orange-UNI, signed on 17 July 2019, shortly after the adoption of C190, was one of the first GFAs to make explicit reference to C190 and R206. Strong commitments have been made to address sexual harassment. It is one of the first GFAs to refer to the impact of domestic violence in the workplace and the importance of providing supports for survivors, recognizing that responsibilities outside of paid work, such as the role of primary caregiver, can impede women's ability to gain employment and to advance in the job.

The GFA contains new articles on telework and digitalization, and addresses the prevention of violence and harassment, OSH, and the protection of whistle-blowers. The agreement also addresses the right to disconnect and access to flexible working solutions and teleworking as an issue of gender equality. On telework, "Orange encourages pilots and negotiation of teleworking agreements in the subsidiaries".

The agreement will be adapted to local circumstances through social dialogue and collective bargaining at the local level and includes the establishment of local committees on workplace equality, as well as a network of designated workplace equality officers in all larger subsidiaries of Orange. It also covers joint monitoring of the implementation of the agreement, which is crucial in holding parties to the agreement accountable. It has been used as a model to help raise awareness among UNI's affiliates on how to integrate C190 in collective bargaining at the national level.

In the hotel sector, the GFA signed on 4 November 2021 by the Spanish hotel chain RIU Hotels and IUF is a example of an agreement that is proactive in its commitment to addressing sexual harassment with explicit reference to C190. It complements an agreement on trade union rights and collective bargaining signed at the same time, covering a workforce of more than 24,000 workers in 24 countries.

The agreement on sexual harassment is the first global hospitality agreement that is built around the architecture and definitions found in C190. It refers to violence and harassment in the world of work

21 https://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---dialogue/documents/genericdocument/wcms_742371.pdf

22 https://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---dialogue/documents/genericdocument/wcms_742371.pdf

23 https://www.industrial-union.org/sites/default/files/uploads/documents/2021/France/addendum_english.pdf

aligned with C190, notably: “Sexual harassment can occur in the workplace but also outside, for example at places where workers are paid, rest or eat; or at sanitary or toilet facilities and in changing rooms; during work-related commuting, travel, social or training events or activities; or during work-related interactions; or while commuting between the home and the workplace”. It recognizes that “sexual harassment can also affect men or be based on sexual orientation and these cases should be dealt with within the same framework”.

An important part of the agreement is that recognition is given to sexual harassment that is perpetrated by employees at all levels, but also by suppliers or customers in the provision of goods and services. Recognition is given to the importance of health and safety at work and the need “to protect the dignity and rights of all persons employed by the Group or who operate on behalf of RIU,” and to implement procedures that address sexual harassment and associated psychosocial risks in the management of safety and health at work and adopt measures to prevent and control risks identified. Application will be through local agreements in each country where unions will be involved in the “design, implementation and monitoring” of policies, procedures and the integration of sexual harassment in OSH. A reporting mechanism was being established in 2022.

Other GFAs referencing C190 include the IndustriAll-Siemens Gamesca GFA on Social Responsibility (2019) where C190 is included in the list of ILO Conventions on fighting discrimination. The GFA on Sustainable Development between IndustriALL and Umicore (2019) goes further in its reference to C190: “In line with ILO Convention 190, the Group commits to creating an environment free of violence or harassment and to taking all appropriate measures, including awareness-raising, education and training initiatives, to prevent and, in case of evidence, eliminate violence and harassment at work” (Para. 2.4). The ENGIE-PSI, BWI, IndustriALL agreement on fundamental rights and social responsibility (2022) makes a strong commitment to preventing and ending all forms of violence and harassment for all workers, including LGBTI+ workers, with measures for support, investigation and protection, on the grounds that “ENGIE defends and promotes C190 of the ILO as part of its activities, even in countries that have not yet ratified it” (Article 6).

The ENI GFA was supplemented by an MoU on the implementation of C190, on 3 December 2021. The MoU was initiated as a result of a commitment to update the GFA following the ratification of C190 by Italy.

The MoU updates the clause on violence and harassment in the GFA in order to implement C190 and R206. It recognises “developments in new technology and new work methods” and addresses violence and harassment “occurring in the course of, linked with or arising out of work” including the use of digital tools. In promoting a work culture of respect, ENI has established special reporting channels for the timely handling of cases, which will be investigated, with the guarantee of confidentiality and non-retaliation. Also, through the use of “in-house regulatory instruments” emphasis is given to preventing, recognising and tackling risks of violence and harassment, including gender-based violence and harassment. A commitment is made to monitoring the implementation of the provisions in C190 and R206 through annual monitoring meetings.

Several joint commitments signed after the adoption of C190 do not refer to C190, but they do reflect the language and scope of C190. This is the case with the agreement between the Italian multinational energy company, ENI and IndustriALL as they signed a renewed GFA on 21 June 2019, the same day the ILC adopted C190.

The GFA specifically commits to preventing all forms of discrimination and harassment at work by ensuring a “non-discriminatory working environment free from any kind of harassment or oppression”. A separate clause is included on “Combatting Violence and Harassment in the Workplace”. The renewed GFA also includes new measures to improve the human rights due diligence process to ensure its alignment with the UN Guiding Principles on Business and Human Rights.

The renewal of the GFA for the energy company EDF-IndustriALL-PSI for the period 2022–2024 was an opportunity to introduce new and strengthened provisions on combatting all forms of violence and harassment, previously agreed in the 2018 GFA. As well as measures to protect employees from violence and harassment and create a positive working environment, a new focus is given to prevention.

The GFA invites each company in the Group to put in place measures to prevent and remedy harassment, physical and psychological violence and GBVH and to ensure that “all employees are made aware of and trained about the risks of harassment and how they can prevent them and combat such practices”. In implementing these provisions, each company, in cooperation with the employee representatives, “undertakes to develop and implement a prevention and action programme to avoid these forms

of harassment and violence in the workplace, and anticipate potential issues, in accordance with the Group's zero tolerance policy and in keeping with the guidelines and best practices of the ILO". Group employees receive training and awareness development on these issues, as well as on the related policies and procedures.

Two GFAs on ending sexual harassment signed with IUF, with AccorInvest (15 July 2019) and the Danish food company, Arla Foods (27 September 2019), and a further GFA signed between Crédit-Agricole Bank and UNI (31 July 2019), adopt some of the language of C190, and refer to sexual harassment as a form of sex discrimination, as defined by ILO Convention on Discrimination in respect of Employment and Occupation, 1958 (No. 111) (C111). The AccorInvest and Arla Foods agreements commit to a zero tolerance approach to sexual harassment and specify measures on prevention, complaints handling and sanctions/holding perpetrators accountable, and the provision of training. The AccorInvest agreement states that sexual harassment can be perpetrated by colleagues, supervisors and managers as well as by subcontractors, suppliers or third parties providing goods or services to Arla facilities.

The Crédit-Agricole-UNI agreement makes specific commitments on the prevention and fight against moral and sexual harassment and to "providing a working environment in which employees are treated with respect and dignity". The agreement covers all employees, including trainees and interns, and the company reaffirms "that no employee, trainee or intern can be sanctioned, dismissed or subjected to discrimination for having been subjected to or refusing to be subjected to acts of sexual harassment or moral harassment or for having witnessed such acts or having reported them". Procedures will be implemented to "prevent, detect and resolve such actions in accordance with the rights of individuals". Employees will be informed of these procedures and it is recommended that the procedures will be drawn up "in consultation with the trade unions or the employee representatives in accordance with applicable national law". Where moral or sexual harassment has been proven, measures to end it will be put in place immediately and medical, psychological, social, managerial and HR support will be provided to victims.

A further example of this new generation of GFAs is the renewed agreement signed by the Daimler

World Employee Committee and IndustriALL on 1 September 2021, which commits to ensuring that C190 forms an integral part of the company's policy on equal opportunities and non-discrimination. In addition, the agreement contains a number of innovations that are equally relevant to the prevention of violence and harassment, including the role and the protection of human rights defenders and whistle blowers, and in relation to protections on digitalization, data protection and the use of artificial intelligence, including the right to "switch off". Policies and mechanisms on human rights due diligence along entire supply chains can potentially cover violence and harassment, although C190 is not explicitly referenced.

Finally, an MoU was signed on 10 May 2021 between the global mining company Anglo American and IndustriALL, which is the first of its kind in the mining sector. The negative impacts of COVID-19 in the mining sector proved to be an important opportunity for dialogue and collaboration. The MoU sets out a strong commitment to ILO fundamental rights at work and establishes a global mechanism to promote collaboration on safety at the workplace, including occupational safety and health and gender-based violence. There will also be a mechanism for joint action on COVID-19 responses to mitigate the impact on workers and communities and a dialogue on Just Transition for coal industry workers. In addition, the MoU provides an opportunity for joint discussions on Anglo American's Code of Conduct²⁴ which commits to zero tolerance of bullying, harassment and/or victimization in the workplace, including all places of work and work-related events, as provided for under the Global Bullying, Harassment and Victimization Policy. The policy forms part of Anglo American's Living with Dignity programme that addresses gender-based violence in host communities and operations. An internal policy on domestic violence has been developed, with work-related supports for survivors of domestic violence and paid leave. The programme forms an integral part of the WeCare lives and livelihoods programme, launched in response to COVID-19. In addition, the ratification of C190 in South Africa means that policies will be aligned with C190, which the company notes "represents one of the most progressive approaches to addressing workplace violence and harassment".²⁵ This will be supported by a new team with expertise in investigation, counselling, and advice.

²⁴ <https://www.angloamerican.com/-/media/Files/A/Anglo-American-Group/PLC/sustainability/our-strategy/our-code-of-conduct-english.pdf>

²⁵ <https://www.angloamerican.com/about-us/our-stories/international-day-for-elimination-of-violence-against-women>

Example: implementation of GFAs in the garment sector

In the garment sector, IndustriALL seeks to ensure the implementation of C190 and R206 through social dialogue structures in existing and future GFAs, and negotiations for CBAs at workplace or sectoral level. According to IndustriALL, trade unions and brands are in a strong position to directly lobby both governments in garment-production countries and the brands' home countries, to ratify C190. In addition, IndustriALL has argued for compliance with C190 to be included in the contracting arrangements with suppliers, including through Codes of Conduct on preventing and addressing violence and harassment. Unions and brands are exploring ways to include C190 and R206 language in future GFAs (IndustriALL 2019a & 2019b), as part of its broader objective to support unions in garment-producing countries, such as Türkiye, Bangladesh, Cambodia, India, Indonesia, Mauritius and Morocco, to increase the scope and role of social dialogue and collective bargaining. A meeting of brands and unions held in Türkiye in 2019 agreed to promote the ratification of C190 in garment-producing countries, to review existing collective agreements and GFAs and bring them in line with C190, while also ensuring that national unions in production countries play an enhanced role in monitoring the implementation of GFAs in global brands' supplier factories (IndustriALL 2019a).

The meeting was organized as part of IndustriALL's programme on GFA implementation, supported by the German union DGB Bildungswerk, and has resulted in unions in Türkiye and Bangladesh signing over fifty new agreements in brand suppliers' factories. In India, in 2022, the national monitoring committee (NMC) set up as part of the GFA with H&M is exploring ways to possibly evaluate the Independent Complaints Committees (ICCs) that have been established in supplier factories, with a view to reviewing their functioning. Although many ICCs have been established in the garments sector, few are functioning effectively or have the trust of workers.

National monitoring committee meetings have been able to secure additional commitments to engage in training and collective bargaining to end GBVH, including practical measures for effective complaints and grievance procedures. Unions are also aware that women rarely speak to auditors about GBVH. In this light, the Turkish union, Teksif and Indonesian

unions, GARTEKS and SPN, are among several unions exploring new mechanisms to make GBVH more visible in the auditing processes. (IndustriALL/Pillinger 2022).

GFAs and joint commitments signed before the adoption of C190

Table 14 lists the 14 GFAs and joint commitments that address violence and harassment, agreed prior to the adoption of C190, listed by sector. Up to June 2019, approximately one quarter of all GFAs made some reference to violence and harassment, or more detailed obligations through codes of conduct, appended to the agreements. Five address violence and harassment in the banking sector, two in agriculture, three in garments and textiles, and others are in bioeconomy, food services, hotels and retail.

Prior to the adoption of C190 a large number of GFAs and joint commitments specifically addressed sexual harassment. IndustriALL had signed several GFAs that address violence and harassment in the garment supply chain with global brands, although it is only the GFAs with Esprit and H&M that contain provisions on violence and harassment, whereas GFAs with ASOS, Inditex and Tchibo make no explicit reference to violence and harassment. Joint commitments on sexual harassment have also been signed in the hotel and agriculture sectors, including the first agreement of its kind in ending violence and harassment in the banana sector, signed between IUF and COLSIBA/Chiquita: the "Joint Understanding on Sexual Harassment" (2013), enabling unions in Latin America to address sexual harassment in a male-dominated sector, where precarious work is common.

Other agreements signed before the adoption of C190, include joint commitments on preventing sexual harassment, including third-party violence and harassment from clients and customers, signed by IUF, IndustriALL & Unilever (2016); Sodexo-IUF (2017); Melia Hotels-IUF (2019) and AccorInvest-IUF (2019). Many of these earlier GFAs and joint commitments refer to the principle of non-discrimination and dignity at work without specifying further obligations, as, for example, the GFA between the banking group ABN AMRO and FNV & UNI (2015); the GFA on social, societal and environmental responsibility between the Renault Group, the Renault Group Works' Council and IndustriALL (2013, which was renewed in 2019 with stronger provisions on violence and harassment); and the GFA between the Société Générale and UNI on fundamental rights (2015).

► Table 14: GFAs and joint commitments/statements signed prior the adoption of C190	
Agriculture	Unilever-IUF-IndustriAll Joint Commitment on preventing sexual harassment (2016) Chiquita Banana Company and COLSIBA-IUF Joint understanding on sexual harassment (regional agreement) (2013)
Banking	Banco Brasil, Americas-UNI GFA (2019) UniCredit-UNI (2019) BNP Paribas-UNI Agreement on fundamental rights and global social framework (2018) Banco Itaú-UNI GFA (2018) ABN AMRO-UNI (2015)
Bioeconomy	Stora Enso Oyj - BWI, IndustriALL, UNI (2018)
Food	SODEXO-IUF Joint Commitment on preventing sexual harassment (2018)
Garments	Esprit-IndustriALL GFA (2018) Tchibo-IndustriALL GFA (2016) H&M Hennes & Mauritz GBC AB-IndustriALL, Industrifacket Metall GFA on compliance and implementation of international labour standards (2015)
Hotels	MELIÁ-IUF Joint Commitment on preventing sexual harassment (2019)
Retail	Carrefour-UNI GFA on social dialogue and diversity (2001, 2015, 2018)

Around one third of the GFAs and joint commitments referred to workplace safety and health risks, without mentioning psychosocial risks, violence or harassment, as was the case, for example, in the GFA on health and safety at work signed in 2014 between GDF-Suez and BWI, IndustriALL and PSI. Some earlier agreements contained clauses and provisions related to harassment and violence, as is the case with the GFA signed in 2008 between Faber-Castell and BWI, which states that “physical abuse, the threat of physical abuse, unusual penalties or punishments, sexual or other forms of harassment and threats by the employer shall be strictly forbidden”. The GFA signed in 2005 between the European Aeronautic Defence and Space Company (EADS) and IndustriALL includes in its health and safety/working conditions provisions that “EADS prohibits any type or threat of physical and/or psychological abuse in the workplace”.

Human rights due diligence and violence and harassment

Addressing human rights due diligence across global supply chains is a further way that unions have the potential to address and provide for monitoring of company programmes to end violence and harassment, including through gender-responsive

approaches (Bourke, Martignoni and Umlas 2018; Action Aid 2020c; UN Working Group 2019; ILO 2020).

Several developments are helping to reinforce the due diligence processes, framed around the United Nations Guiding Principles on Business and Human Rights (2011). They include legislation in several European countries, including the draft Directive of the European Union (European Commission 2021) on mandatory due diligence, together with the work towards an international legally binding UN treaty on transnational corporations and other business enterprises with respect to human rights (UNHCHR 2014). These developments have the potential to strengthen the monitoring mechanisms on violence and harassment in future GFAs. French unions called on the Government to oblige companies to identify, prevent and respond to the risks of GBVH in their supply chains as part of the French 2017 due diligence law.²⁶ The ratification and implementation of C190 combined with new laws to oblige companies to conduct due diligence through their supply chains will give added impetus to actions to address human rights abuses arising from all forms of violence and harassment, including GBVH. The challenge is to ensure that GFAs and joint commitments are implemented through national social dialogue and effective and trusted complaints mechanisms.

26 La loi no. 2017-399 du 27 mars 2017 relative au devoir de vigilance des sociétés mères et entreprises donneuses d'ordre.

▶ Section 6. Conclusions and recommendations

Conclusions

This report has drawn on an extensive range of initiatives, strategies and negotiations led by or with trade unions since the adoption of C190 on 21 June 2019, many of which are implemented through social dialogue with employers. It gives over two hundred examples of how unions have taken action to prevent and address all forms of violence and harassment in alignment with C190 and R206, particularly during the COVID-19 pandemic.

Each of the 11 themes addressed in Section 4 focuses on the implementation of C190 and union strategies and responses to, and recovery from, the pandemic. Section 5 shows progress made in several sectors in aligning GFAs and joint commitments between global unions and multinational enterprises with C190, 16 of which were agreed following the adoption of C190.

While also addressing the COVID-19 pandemic emergency, some of these recent agreements and commitments mean that C190 could have an impact across global supply chains and in countries that either have not yet ratified C190, or are unlikely to do so in the near future. This could include opening up the possibility for violence and harassment to be included in human rights due-diligence processes.

The adoption of C190 took place several months before the pandemic began to have a devastating health, economic and social impact across the world. Many of the initiatives introduced by unions and employers during the pandemic had already been in preparation following the adoption of C190 and R206. COVID-19 both revealed the added urgency for governments to ratify and implement the Convention and legitimized the fast-tracking of negotiations in some key areas such as responding to the increasing levels of third-party violence and harassment, the effects of digitalization and cyber-harassment, remote and platform work, along with the rising levels of domestic violence during remote working.

At another level, the pandemic had devastating consequences for workers, resulting in the erosion of workers' rights and the gains made in promoting gender equality. The initiatives taken can be summarized in six areas:

First, a substantial number of the examples cited in this report concern initiatives and negotiations on all forms of violence and harassment. Compared with the mapping exercise carried out by the ILO Bureau for Workers' Activities (ACTRAV) in 2019, when the bulk of agreements focused on sexual harassment, a much larger number of agreements currently address the integration of all forms of violence and harassment, including gender-based violence and harassment (GBVH), prevention and risk assessment through occupational safety and health (OSH), and third-party violence and harassment.

GBVH remains a central priority for many trade unions in recognition of the disproportionate effect of violence and harassment on women, many of whom work in precarious and informal work, where risks of violence and harassment are high.

More unions are now amending their statutes and internal policies to include a zero-tolerance approach to violence and harassment, ensuring that violence and harassment are addressed as an internal human resources issue and in union meetings and conferences.

Second, with the onset of the pandemic, many unions' priorities and strategies inevitably shifted to addressing the economic and social effects of the pandemic on workers. However, violence and harassment stayed on unions' agendas in recognition of the rising levels directly related to the pandemic.

New issues already in the pipeline, such as digitalization, remote and hybrid working and domestic violence, gained increased priority during the pandemic. This is particularly the case regarding measures to address third-party violence and harassment against front-line and essential workers.

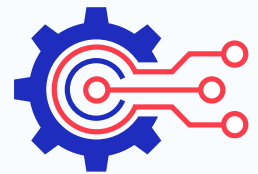
Third, there have been some real and substantial achievements in bargaining in many countries and across multiple sectors. Examples of groundbreaking initiatives can be seen in many countries in Africa, Asia, Europe and Latin America, where traditionally there had been a culture of silence on violence and harassment, coupled with limited attention given to the issue by governments, employers and unions.

▶ Conclusions and recommendations



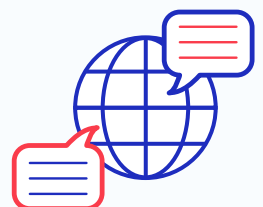
- ▶ **GBVH remains a central priority** for many trade unions in recognition of the disproportionate effect of violence and harassment on women, many of whom work in the informal economy and in insecure forms of work, where risks of violence and harassment are high.

- ▶ **New issues already in the pipeline**, such as digitalization, remote and hybrid working and domestic violence, gained increased priority during the COVID-19 pandemic. This is particularly the case regarding measures to address third-party violence and harassment against front-line and essential workers.



- ▶ **C190 and R206 have significantly impacted the visibility and awareness of the extent of violence and harassment, providing both the blueprint and framework for national, sectoral, enterprise and workplace collective bargaining.** These successes include the establishment of bipartite committees to prevent violence and harassment; legally mandated complaints committees, with union involvement; inclusion of clauses on violence and harassment in collective bargaining agreements (CBAs); and the integration of prevention of violence and harassment, including GBVH, into OSH.

- ▶ **The language and framework of C190 are already being aligned with GFAs** and joint commitments between global unions and multinational enterprises in sectors such as banking, energy, telecoms, garments and textiles.



C190 and R206 have significantly impacted the visibility and awareness of the extent of violence and harassment, providing both the blueprint and framework for national, sectoral, enterprise and workplace bargaining. These successes include the establishment of bipartite committees to prevent violence and harassment; legally mandated complaints committees, with union involvement; the inclusion of clauses on violence and harassment in collective bargaining agreements (CBAs); and the integration of prevention of violence and harassment, including GBVH, into OSH.

Fourth, the International Trade Union Confederation (ITUC) and global union federations (GUFs) have played critical roles in providing support and resources for affiliates, building the capacity of unions, particularly of women members and leaders, and providing expertise and tools to help unions address the issue of violence and harassment for the first time in CBAs.

The language and framework of C190 are already being aligned with GFAs and joint commitments between global unions and included in multinational enterprises in sectors such as banking, energy, telecoms, garments and textiles. Some of these joint initiatives have addressed the devastating impact of the COVID-19 pandemic on workers, for example, in the garment sector, and the need for new policies protecting workers during remote working and work carried out through digital platforms, including the right to switch off.

Fifth, training and awareness-raising programmes have helped build union capacities, enabling union representatives to align their strategies with C190 and R206, taking into account prevention and psychosocial risk factors that lead to violence and harassment, and building their knowledge and capacity in negotiating CBAs and workplace policies. They have included training for workers and union representatives on implementing prevention programmes in OSH and establishing effective confidential complaints committees.

Training programmes have also built women's and youth representation in unions through targeted measures to address violence and harassment, including an intersectional approach to GBVH, taking into account the needs of vulnerable groups such as informal and precarious workers, migrant workers, racialized workers and LGBTI+ workers. This has ensured a much better understanding of the different forms of violence and harassment and how

to respond in effective ways. Much of the awareness-raising for men and women in trade unions has helped to open up conversations and dialogue to break the silence surrounding GBVH and bring these issues to the centre of union strategies.

Sixth, one of the areas of significant change is the increasing awareness about the workplace effects of domestic violence, including recognition of physical, psychological, financial and coercive control and the negative impact it can have on women's employment, productivity and safety at work. The pandemic shone a light on the increasing levels of domestic violence and helped to reinforce employers' duty of care during remote working.

Through training programmes, guidance and model policies, clauses and agreements, many unions have addressed domestic violence for the first time in negotiations with employers. Other important issues have included initiatives and negotiations with companies to provide safe transport and travel to and from work, particularly during the COVID-19 pandemic, along with some innovative app-based safety measures for women workers.

Recommendations

For trade unions

- ▶ Continue to provide membership and workplace training and awareness-raising on all forms of violence and harassment, particularly programmes to address intersecting and multiple forms of discrimination and the increased vulnerabilities faced by some groups of precarious and informal economy workers. Provide training and guidance materials for union representatives to use the framework of C190 and R206 in their workplace negotiations. And provide leadership training on how to effectively address and prevent violence and harassment, including GBVH, in internal union policies and external programmes of advocacy and in bipartite and tripartite negotiations.
- ▶ Provide guidance, tools and training to help ensure that the prevention of violence and harassment is effectively integrated into OSH, including through gender-responsive risk assessment programmes; and take into account risks related to digitalization, third-party violence and harassment and risks of domestic violence. This also means working with ILO constituents to ensure that violence and harassment is addressed

within the premises of a safe and healthy working environment framed as a fundamental principle and right at work. This means its inclusion in OSH policies, systems and programs.

- ▶ Continue to put forward demands that national, sectoral and workplace/enterprise CBAs, as well as GFAs, be aligned with C190 and R206. This should include obligations to fully implement C190, as well as specific commitments in areas such as training, prevention and risk assessment, workplace policies and protocols and monitoring mechanisms.

For employers

- ▶ Adopt a workplace policy on violence and harassment, as well as the other obligations under Article 9 of C190.
- ▶ Provide mandatory training for managers, with a focus on taking a lead in ensuring workplace culture and behaviour change. This training could include information on human rights, due diligence concerning violence and harassment and how to take preventive actions and set up complaints systems that are effective and are trusted by workers.
- ▶ Provide opportunities to exchange experiences and good practice on initiatives, strategies and negotiations, in particular through social dialogue and collective bargaining, to promote a world of work free of violence and harassment.
- ▶ Develop guidance and information materials to promote the integration of joint risk assessments and preventive action on violence and harassment, including third-party violence and harassment, psychosocial risks and gender power inequalities, in occupational safety and health policies.

For governments

- ▶ Ratify C190. In countries where ratification has already taken place, social dialogue through tripartite consultations should be prioritized as the mechanism to transpose the Convention into national law.
- ▶ Ensure that laws promote fundamental rights, including freedom of association and collective bargaining, in the full implementation of C190

and R206. Laws on violence and harassment need to provide a lever for and promote collective bargaining at national, sectoral, enterprise and workplace levels, while prioritizing national and sectoral agreements.

- ▶ Organize regular tripartite consultations to ensure that effective measures are in place to eliminate all forms of violence and harassment in the world of work in both law and practice.
- ▶ Support the development, with employers and unions, of online compendiums or databases on laws, CBAs and other joint commitments concerning all forms of violence and harassment.

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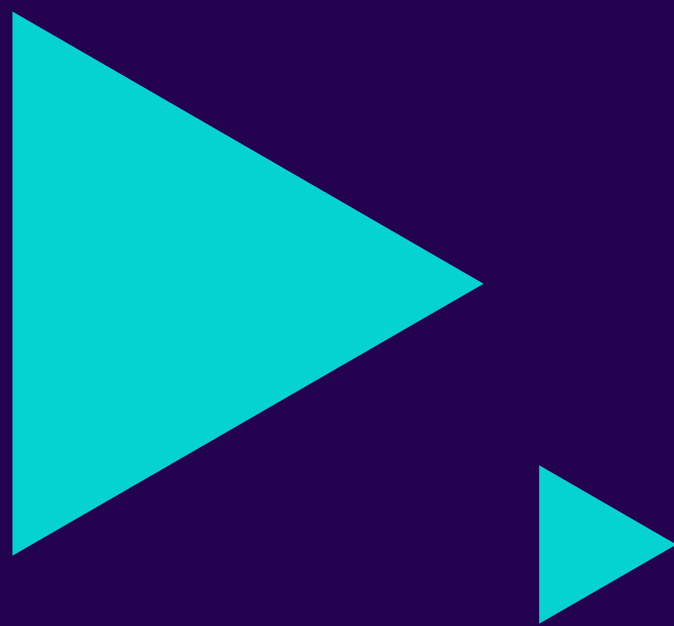
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▶ Part II





► Appendix 1: Union initiatives, strategies and negotiations on violence and harassment in the world of work since the adoption of C190 and during the COVID-19 pandemic

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1.1 All forms of violence and harassment

Africa/MENA	
<p>Jordan Garments</p>	<p>The three-year garment sector CBA, agreed by the General Trade Union of Workers in Textile, Garment and Clothing and employers in 2019,²⁷ includes a clause on the elimination of violence, harassment and discrimination in the workplace. The clause was the first of its kind in CBAs in Jordan. The agreement includes an internal grievance redress mechanism for all workers and the prohibition of pre-employment pregnancy testing.</p> <p>Although the implementation of the agreement was significantly set back during the pandemic, and 74% of those who lost their jobs due to the COVID-19 were women,²⁸ unions engaged in unprecedented mobilization through the IndustriALL MENA women's network to raise awareness about the importance of C190. With the support of Better Work, a five-year strategic union plan was drawn up for the garment sector in 2020 with gender equality and sexual harassment as cross-cutting issues.</p>
<p>Inter-sectoral</p>	<p>The National Strategy for the Elimination of Violence and Harassment in the World of Work, was drawn up in consultation with the tripartite partners, including ILO, the Jordanian National Committee for Women (JNCW) and the General Federation of Jordanian Trade Unions (GFJTU). The strategy was endorsed by more than 50 stakeholders representing workers, employers and CSOs. It covers the main provisions contained in C190 covering prevention, response, and protection, along with integrated policy and accountability mechanisms.</p> <p>The Strategy cites JNCW (2017) research that found 41 per cent of workers in Jordan have been subjected to some form of violence and harassment at work. A separate study by the Jordan based Arab Renaissance for Democracy and Development (ARDD) found that 75.3 per cent of women exposed to workplace harassment.</p>
<p>Kenya Hotels</p>	<p>In the hotel sector the union, Kudheihia, has been actively involved in bargaining to ensure that hotels include violence and harassment in their CBAs. These negotiations temporarily stopped during the pandemic but commenced again in 2022. Examples include training with the Tortolis Camp on C190 and R206, which led to agreement for a workplace policy to be included in the new CBA. In the hotel group CBA for 2022-24 the union has set out a bargaining claim to include a new clause on violence, harassment and sexual harassment in line with C190. On 15 November 2020 the union ran a training programme on GBV as an OSH issue affecting performance and productivity.</p>
<p>Malawi Agriculture/hotels</p>	<p>Unions in Malawi have put the implementation of C190 and dealing with workplace violence at the centre of their strategies. For example, IUF affiliates in agriculture and hotels have ensured that priority is given to addressing the significant increase in domestic violence and GBV during the pandemic. C190 has been a hugely important tool for unions. Awareness-raising among workers and unions has been a key starting point. Emphasis has been given to gender, domestic violence and gender-responsive OSH measures, a training-the-trainers programme on C190 and R206 and ensuring that companies adopt effective policies on sexual harassment at work in consultation with unions.</p> <p>For example, in the hotel sector, unions negotiated with hotels to ensure that guests who sexually harass employees are banned from making a booking in the hotel in the future. Unions are also planning to include the casualization of work as a risk factor in negotiations to end violence and harassment. To this end a model sexual harassment policy will be drawn up and work will be carried out to ensure that joint OSH committees have the tools to address violence and harassment.</p>
<p>Oman Cross-sectoral</p>	<p>The General Federation of Oman Trade Unions begun discussions in 2022 about how to address cases of violence and harassment in the world of work, including agreeing deadlines for the introduction of workplace procedures to address violence and harassment. This is one of many countries that note the value of the work carried out by the global unions in raising awareness about violence and harassment.</p>

27 https://www.ilo.org/wcmsp5/groups/public/--arabstates/--ro-beirut/documents/publication/wcms_787222.pdf

28 <http://www.civilsociety-jo.net/en/read-news/55/>

<p>Senegal Cross-sectoral</p>	<p>The Coalition of Senegalese Trade Union Confederations, which includes affiliates to the ITUC, began lobbying the Government and employers immediately after the adoption of C190 to ensure the inclusion of violence and harassment in the negotiations for the National Interprofessional Collective Agreement (CCNI) (CNES, CNTS, UNSAS, CSA, CNT/FC, 2019). The agreement includes among its articles trade union rights and freedom of association, non-discrimination, equality of treatment between women and men, and violence and harassment.</p> <p>Article 21 on violence and harassment refers to the language of C190: “The signatory parties to this Convention undertake to promote and realize the right of everyone to a world of work free from violence and harassment, by adopting an inclusive, integrated approach taking into account the objectives of decent work, respect for the principles and fundamental rights at work and gender considerations, to prevent and eliminate all forms of violence and harassment at work”.</p>
<p>South Africa Cross-sectoral</p>	<p>The South African Code of Good Practice on the Prevention and Elimination of Harassment in the Workplace was published on 18 March 2022.²⁹ It replaces the 2005 Amended Code of Good Practice on the Handling of Sexual Harassment Cases in the Workplace. The Code is guided by and draws on the framework and language of C190 and R206. The Code recognises that the risk of harassment may increase where there is an intersection of factors e.g. race, religion, gender, or disability. The Code provides a broader list of types of harassment; which includes LGBTQIA+-phobic language, as well as passive-aggressive or covert harassment such as negative joking at another’s expense, sarcasm, condescending eye contact or gestures, negative gossip, deliberately causing embarrassment or insecurity, and social or professional exclusion.</p> <p>The new Code explicitly recognises online harassment, cyber-bullying, and covert surveillance of an employee with harmful intent, as possible expressions of workplace harassment. Employees who work virtually from their homes or any other place other than the employer’s premises are to be protected against harassment. It also makes it clear that for the purposes of the Employment Equity Act, it is not necessary to establish the intention or state of mind of the alleged harasser/perpetrator. There is also new section dealing with racial, ethnic or social origin harassment as well as an objective test to establish whether there has indeed been racial harassment.</p>
<p>Motor industry</p>	<p>The Industry Equality and Diversity Forum (IEDF) established by the MISA trade union with employers in the motor industry is a mechanism to address bargaining around violence and harassment. MISA has a long history of training and awareness-raising on GBVH in response to harrowing accounts of violence and harassment in the industry. It has put emphasis on empowering women and youth in the trade union. Following the adoption of C190 and with the beginning of the COVID-19 pandemic, MISA decided to include the framework of C190 and GBVH into joint negotiations in preparation for South Africa’s ratification of C190 (which took place in December 2021) through the formation of the IEDF.</p> <p>At the first meeting of the IEDF on 5 October 2021, the meeting noted that: “This presents an opportunity for employers and employees in the Motor Industry to take the lead in the elimination of violence and harassment in the world of work”. Objectives were set to advance equality and diversity and safe working environments and “take the lead and to combat the prevalence of GBVH within the world of work and in particular within the motor industry”. In addition, goals are set for training, improving knowledge and sharing of best practices, along with the drafting of customisable workplace policies for the elimination of violence harassment.</p> <p>At the start of 2022 MISA began preparing their collective bargaining claims, which included paid domestic violence leave and the introduction of joint union-employer prevention programmes on violence and harassment through risk assessment. In 2022 MISA introduced a confidential help-line for employees and union members who may be experiencing sexual harassment or harassment at work.</p>
<p>Asia-Pacific</p>	
<p>Australia Transport (Rail)</p>	<p>The CBA between Yarra Trams and the Australian Rail, Tram and Bus Industry Union (RTUB), signed on 28 April 2020³⁰ addresses all forms of violence and harassment and discrimination, including sexual harassment, gender-based violence and family violence. The agreement sets out commitments, in line with existing obligations in legislation, including training and awareness-raising programmes, investigation of all complaints, disciplinary actions against harassers and treating complaints seriously, confidentially and without victimization against a complainant.</p> <p>The agreement provides for sexual harassment contact officers, who may include managers, team leaders, union contacts or health and safety representatives. The agreement refers to gender-based violence in the workplace and the commitment to eliminate gender inequalities in the workplace, eradicate sexism, misogyny, homophobia and transphobia, and promote the benefits of gender equality and inclusivity of people from all backgrounds, experiences and identities.</p>

29 https://www.gov.za/sites/default/files/gcis_document/202203/46056reg11409gon1890.pdf

30 <https://www.fwc.gov.au/documents/documents/agreements/fwa/ae508084.pdf>

<p>Bangladesh Garments</p>	<p>The BGIWF and SGSF unions in Bangladesh have worked strategically to ensure that every affiliated union at factory level with a CBA includes a clause on the establishment of AHC, which the unions argue has been made easier since the adoption of C190, even though not yet ratified in Bangladesh (IndustriALL 2022). Even though many bargaining activities were temporarily halted during the pandemic, unions still managed to sign several agreements in 2020. Unions have also led training on both the setting up of the committees and their functioning, ensuring that workers on the committees are clear about their duties and roles, and how complaints can be handled. During the pandemic the unions put significant efforts into ensuring that workers were protected from job losses and wage theft.</p> <p>Unions in Bangladesh benefited from pro-active measures introduced via the national joint mechanisms established under the GFAs with companies such as Tchibo, Inditex and H&M. Tchibo, for example, has recognized the importance of prevention of sexual harassment by creating better opportunities for women to gain supervisory positions, as in practice the vast majority of cases of sexual harassment are perpetrated by supervisors.</p> <p>Further, training for mid-level male supervisors is also being carried out in order to raise their awareness about the harmful consequences of harassing behaviour, and to create a more respectful working environment. The Bangladesh IndustriALL programme is currently planning a new training programme for AHC members in the garment sector, with a view to monitoring the effectiveness of the AHCs.</p> <p>Hop Lun Apparels Sommilito Sramik Union (HLALSSU), an affiliate of the SGSF, signed a ground-breaking CBA with the management of Hop Lun Apparels Ltd on 6 June 2020, covering the 2000 workers at Hop Lun's factories.³¹ Hop Lun is a supplier for three brands that have concluded GFAs with IndustriALL.</p> <p>The agreement was important in protecting workers from the potential impact of COVID-19 and lockdown on jobs and wages, at a time when many garment workers were losing jobs as a result of cancelled orders and forced redundancies. Following consultations with Hop Lun workers, HLALSSU and SGSF drew up a 24-point Charter of Demands. Not only did workers retain their jobs and receive a 10% pay rise, but the management ensured their safety throughout the pandemic. The CBA established the company's anti-harassment and prevention of violence measures, which include training on how to set up the anti-harassment committee (AHC) and handle cases of sexual harassment.</p> <p>Particularly successful has been the joint approach leading to training for all committee members from workers and management. According to union representatives in the factory, holding regularly monthly meetings, along with training, has helped them to ensure that the AHC works effectively (IndustriALL 2022).</p>
<p>Cambodia Garments</p>	<p>In 2021, the Cambodian Free Trade Union of Workers (FTUWKC) negotiated an agreement with a garment factory in Kampong Chhnang. It includes the C190 definition of violence and harassment and GBVH, workplace measures to prevent GBVH, and the role of the union in supporting workers who face a problem or have a dispute with the employer. New workers at the factory will receive training about violence and harassment and GBVH, and about their wages, benefits and rights to seek assistance from the union. These new measures were introduced from 1 January 2022, and the union is working with the company to incorporate these changes into internal written policies and to incorporate more provisions from C190.</p>
<p>India Electronics</p>	<p>An internal complaints committee (ICC) was established following negotiations with a Siemens factory in one region in India, leading the union to play a proactive role on the committee, to provide training for ICC members and raise awareness among workers about the role of the ICC (IndustriALL 2022). Workers who are victims or witnesses of sexual harassment can confidentially make written or verbal complaints on sexual harassment directly to the committee, and complaints can be made anonymously.</p> <p>Since the establishment of the ICC several complaints have been successfully resolved. It is a good example of how union representation on the ICC has been effective, although this is not the case for many ICCs which do not include union representation.</p>

31 <http://awajfoundation.org/collective-bargaining-agreements-in-the-time-of-covid/>

<p>Indonesia Garments/ agriculture</p>	<p>In the absence of sectoral bargaining, multi-company bargaining has enabled unions to agree clauses on violence and harassment. Under the STITCH programme, supported by CNVI, in 2021 26 trade unions in West and Central Java participated in the Multi-Company CBA (MC-CBA) programme, which included training for unions and employers on negotiation of CBAs.</p> <p>In 2021 and 2022 agreements included clauses on violence and harassment, including GBVH, in multi-company CBAs and in two agreements renewed in the garment and tea plantation sectors in West Java. For example, clauses addressing violence and harassment were included in the renewal of the tea plantation agreement, Plantation MC-CBA, 2021-2023, covering 47 companies, signed with the Plantation Federation of SPSI (FSPPP SPSI) and another independent union. The agreement addresses protection from unsafe practices, safety and health, harassment and travelling home late at night.</p> <p>New articles on gender equality and GBV were included in the MC-CBA Tasikmala Regency, a supplier for several large garment brands, and agreed between the two trade unions and three garment companies (2022-2024). COVID-19 impacted on the negotiation processes, delaying many meetings and slowing down the process. Negotiations online proved very difficult for these complex negotiations, particularly after the number of COVID-19 cases in Indonesia worsened significantly in June 2021.</p>
<p>Japan Industry</p>	<p>The largest industrial union in Japan, UA Zensen, has a strong commitment to work against violence and harassment by recommending that the annual negotiations on wages and working conditions address workplace harassment, workplace policies, setting up consultation desks and training for managers.</p> <p>In 2021, of the 70 unions that made demands to improve working conditions, 32 had agreed measures, ranging from joint declarations on preventing violence and harassment, the provision of online education and training and the provision of professional counselling for victims of harassment. The union has produced the “Workplace harassment countermeasures guidebook” and awareness-raising materials to prevent power harassment (workplace bullying) in order to support unions in implementing provisions in the amended Labour Policy Comprehensive Promotion Act, enacted in 2021.</p>
<p>Philippines Transport, construction, metals, logistics, education</p>	<p>Clauses on violence and harassment have been included in CBAs as part of the ITUC-AP/DGB BW Project “Strengthening Women and Youth Leadership Within Unions for Decent Work in Southeast Asia” (2019-2021). To support this process NTUC Philippines has developed a workplace guide to support unions in their joint work with employers in enterprise-based negotiations against violence and harassment.</p> <p>By the end of 2021, 11 local unions had agreed CBAs or were in the process of concluding CBAs for craft enterprise-based mechanisms against violence and harassment. The agreements make specific reference to C190, based on a model agreement drawn up and agreed by the NTUC Phl’s women’s and youth committees, including the provision of paid domestic violence leave.</p> <p>A further clause addresses violence and harassment the using model language for company agreements: “The COMPANY shall strictly observe the law on violence against women and their children [RA 9262], as well as any prospective law on violence and harassment in the workplace that might be enacted in line with ILO Convention No. 190. Qualified employees who are victims of domestic violence shall be entitled to paid leave of absence as specified in the law”. (Clause 4) A further clause addresses the company based mechanism: “Within 90 days from the signing of the CBA, the COMPANY and the UNION shall start discussions towards the COMPANY-based mechanism for raising awareness on violence and harassment, and the joint preparation of the COMPANY manual of procedure for preventive actions, prevention services for workers, and assistance services to victims”. (Clause 5)</p>

<p>Türkiye Inter-sectoral</p>	<p>In 2021 the Turkish confederation HAK-İŞ, with affiliates across the public and private sectors, took an innovative step in agreeing, at the highest level of the confederation, a model policy that adapts the text of C190 to the realities of collective bargaining. It has helped to raise awareness about what the ratification of C190 would mean in practice and how the framework can be applied in collective bargaining. The model policy refers to definitions of violence and harassment contained in Article 1 of C190 and the definition of the world of work as provided for in Article 2. It covers provisions on all forms of violence and harassment, including third-party violence and harassment, and workplace supports and paid leave for victims of domestic violence.</p> <p>The model policy provides detailed information about workplace procedures and complaints systems, ensuring violence and harassment are included in OSH and risk assessment procedures. It provides for the establishment of a joint union-employer commission to prevent, monitor and address all incidents of violence and harassment including physical, sexual, economic, cyber, persistent stalking, and psychological harassment. The policy also outlines provisions for training for managers and workers; and disciplinary procedures and sanctions; as well as supports for victims. The confederation is using the model policy as a framework for collective bargaining, which has started in the garment sector and will be extended to other sectors in the 2022.</p>
<p>Americas</p>	
<p>Brazil Health</p>	<p>The Collective agreement between the Nurses' Trade Union of the State of Bahia (SEEB) and the Union of Religious Homes and Philanthropic Entities of the State of Bahia (SINDIFIBA), signed on 1 September 2021, includes under clause 13 a commitment for institutions to draw up protocols with the participation of SEEB to prohibit moral or sexual harassment at work.</p>
<p>Private sector</p>	<p>The establishment of Commissions to Prevent and Combat Moral and Sexual Harassment in the State of Minas Gerais was agreed on 28 October 2020, under the auspices of Resolution (no 351) of the National Council of Justice. The Resolution requires companies to establish commissions and introduce a policy to prevent and combat moral and sexual harassment and all forms of discrimination.</p> <p>The Commissions, which include the participation of trade unions, also have a role in establishing complaints procedures, including the possibility for workers to make anonymous complaints.</p>
<p>Canada Public services</p>	<p>The Public Service Alliance of Canada (PSAC 2020)³² concluded a historical round of bargaining in 2020 in the federal public service, along with negotiations for new agreements for members in many other sectors. An important goal of each round of bargaining was to address violence and harassment in a comprehensive way and to ensure full implementation of the new regulatory framework on violence and harassment introduced in 2020.</p> <p>A major achievement is that all new federal government collective agreements now include ten days of paid domestic violence leave. PSAC is also committed to an equity approach ensuring the inclusion of women, black, Indigenous and racialized women, and those living with a disability, who experience higher rates of harassment and violence. PSAC has also recently negotiated similar provisions at the University of Western Ontario and the City of Yellowknife. During the pandemic PSAC introduced a range of income and other protections for workers, particularly for women who work in precarious jobs on the front lines of the workforce. The union's proposals and advocacy for recovery from COVID emphasized the need for the Government to implement new measures to ensure that social and economic gender equity is a national priority, and that women, including women from marginalized communities, women living with disabilities, racialized women, Black women, Indigenous women and women from LGBTQ2+ communities, are not left behind.</p>
<p>Colombia Government</p>	<p>In Colombia, a CBA covering the prevention of sexual harassment and other forms of violence was agreed with seven unions in the public sector (2021).</p>

32 http://psacunion.ca/sites/psac/files/2020-12_our-union-voice_en.pdf

<p>Ecuador Public services</p>	<p>The Centre of Labour Studies “Memory”, Public Services International (PSI) and the Confederation of United, Class Organisations of Workers (CEDOCUT) held a national dialogue on the implementation of ILO Convention 190 in Ecuador on 4 September 2021, with the participation of trade unions, women’s rights activists and academics. Specific focus was given to the need to include definitions of violence and harassment in national legislation, to remove barriers to presenting complaints, and ensure effective complaints procedures.</p> <p>The national dialogue recommended reforms to definitions in the Labour Code and the Law on Public Services, the need for protective measures for those who make complaints, and to include work overload as a form of workplace violence. Additional recommendations included the regulation of work harassment of self-employed workers by taking into account the role of the State, such as municipal police harassment of informal traders. The national dialogue also recommended that violence and harassment be included in collective bargaining negotiations as part of the right to occupational safety at work.</p>
<p>Education</p>	<p>A Protocol for the prevention and elimination of all forms of violence was signed by the Andean University Simon Bolivar, Ecuador Campus, in July 2021. It covers all authorities, teachers, students, employees, and workers, as well as contract workers. It covers all activities that occur on and off Campus, including digital communications.</p> <p>The Protocol refers to the centrality of the victim, the importance of impartiality and due process and the right to reparations and guarantees of non-repetition. Measures are also included on protection and prevention, training and awareness-raising, research and the identification of good practices, and in promoting safe environments. It is due to be signed by the Academic Coordination Committee of the University.</p>
<p>El Salvador Garment</p>	<p>FEASIES El Salvador drew up a draft policy on sexual and work-related harassment in 2021, which is in the process of being negotiated with several textile and garment factories. This policy establishes a zero tolerance of abuse and harassment in the company as stipulated in the General Law on Labour Risks including measures to prevent and create awareness on violence against women, sexual harassment and other psychosocial risks. It sets down the procedures to investigate complaints, provide protective measures and includes a list of possible disciplinary measures. An appendix lists examples of harassment and abuse.</p>
<p>Europe</p>	
<p>Bulgaria Transport</p>	<p>Unions in the transport sector were very active in successfully negotiating agreements on violence and harassment, including GBVH, in 2016, which have remained in force during the pandemic. Since the adoption of C190, the transport union FFTUB put a great deal of attention on the ratification of C190. In 2022 FFTUB led a broad-based alliance to campaign for the ratification of C190, with NGOs and key Bulgarian media, and a petition that reached over 300,000 people in support of a Convention was presented to the National Assembly in March 2022. FFTUB has called for tripartism and social dialogue with employers at all levels in order to implement the Convention.</p>
<p>Germany Banking</p>	<p>A CBA on Cooperative Behaviour at the Workplace signed with Raiffeisen Bank International in 2021 spells out guidance on the prevention of bullying, discrimination and sexual harassment. Emphasis is given to prevention, awareness-raising and training and on company culture and cooperative behaviour in the workplace as the basis for a positive working environment. In this regard bullying, discrimination and sexual harassment at the workplace are viewed as violations of the quality of the working environment, which should be based on cooperation, dignity and wellbeing.</p> <p>The agreement commits the bank to preventing situations involving conflict occurring that may lead to bullying and sexual harassment. Mediators are available in the workplace to give confidential advice and support to victims and find solutions through dialogue.</p>

<p>Italy Inter-sectoral</p>	<p>CGIL CISL and UIL in Italy have signed hundreds of CBAs with national representatives of employers and with companies at national, territorial and company levels, under the framework of a national agreement signed in January 2016 by CGIL, CISL and UIL and the employers' organization Confindustria. Since then unions have advocated for agreements, workplace policies and codes of conduct and the roll-out of training across Italy. The Italian national agreement implemented the European Framework agreement on violence and harassment (2007).</p> <p>A definition of harassment was adopted, encompassing abuse, threats, humiliation, behaviour with the purpose or effect of violating the dignity of the person, damaging health and/or creating a hostile working environment. This became a reference for subsequent agreements enabling unions to take a significant step in bargaining on violence and harassment. This is also in line with the provisions of Legislative Decree No. 5/2010, which mandates bargaining through the development of codes of conduct, guidelines and good practices. In the public sector, unions were instrumental in pushing for institutional bodies to improve the protection of workers against harassment and violence at work.</p>
<p>Water</p>	<p>The first agreement of its kind in addressing all forms of violence and harassment at work in the water services sector in the Syracuse area of Sicily³³ was signed on 15 October 2019 by the management of SIAM and the three union confederation CGIL-CISL-UIL. The agreement is regarded as being particularly important for women workers. It addresses the creation of a working environment based on dignity, equality and fairness and establishes a joint union-company Guarantee Commission, aimed at ensuring fair processes for investigating complaints of harassment, including sanctions against harassers. The agreement draws on the framework of the National Agreement CGIL CISL UIL - CONFINDUSTRIA of 2016 and the Agreement CGIL CISL UIL - Sicindustria of 2017 implementing the European Framework agreement.</p>
<p>All sectors</p>	<p>UIL has established a network of "Listening centres on mobbing and stalking" (Centri di Ascolto UIL Mobbing e Stalking) in all Italian regions. The centres aim to prevent, and combat all forms of violence against all citizens, regardless of their status as workers, pensioners, students, unemployed, whether or not they are members of a trade union, wherever they live, study or work. They aim to break the silence around violence and harassment, including harassment, stalking, domestic violence and sexual harassment. The listening centres provide confidential legal and psychological support, and a safe space for victims to report and seek help. A process is followed, involving an interview, assessment and a plan with supports. The aim is to build trust and a non-judgemental and welcoming approach.</p>
<p>Spain Insurance</p>	<p>The CBA in the insurance and mutual insurance sector,³⁴ signed on 28 October 2021 by CCOO and UGT, covers all forms of violence and harassment, including sexual harassment, harassment based on gender, moral harassment and domestic violence. It addresses the regulation of remote work, digital rights, risk assessment from a gender perspective and outlines further rights for victims of domestic violence. An Action Protocol covers all forms of harassment, including sexual harassment, harassment the grounds of gender and moral harassment. A new clause was introduced on the regulation of remote work (article 25) and digital disconnection and digital rights (Article 10), and specific reference is made to the occupational health of risk prevention with a gender perspective (Article 79). Additional penalties were introduced for acts of sexual harassment, or by reason of gender, or moral harassment, with those directed at subordinates through abuse of a privileged position considered to be particularly serious.</p>
<p>United Kingdom Transport</p>	<p>The union Unite has drawn up proposals to address bullying and a hostile culture at Lothian Buses, which employs 1,700 workers. The agreement includes the appointment of officer from the City of Edinburgh Council to address the issues of behaviour and trust, along with other workforce issues affecting working conditions such as length of shifts and the types of buses driven.</p> <p>Negotiations between the union Unite and the national rail company, Network Rail, have addressed the impact of COVID-19 on Unite's members. Positive outcomes include agreeing that all absence management and disciplinary procedure cases, except of potential gross misconduct, bullying, harassment and discrimination, are suspended.</p>

³³ <https://news.industrial-europe.eu/Article/375>

³⁴ <https://www.ccoo-servicios.es/seguros/html/39831.html>

1.2 Gender-based violence and harassment, including sexual harassment

Africa/MENA	
<p>Lesotho Garments</p>	<p>Following reports of sexual harassment and abuse in three Nien Hsing factories in Lesotho, an agreement was signed on 12 August 2019 by three global brands, three Lesotho trade unions, IDUL, UNITE and NACTWU, and two women’s rights organizations, the Women Lawyers of Lesotho (FIDA) and Women in Law in Southern Africa Research and Education Trust Lesotho (WLSA) (Worker Rights Consortium 2019, IndustriALL 2019). The agreement includes an anti-GBVH programme aimed at changing the culture of abuse and harassment, and a Code of Conduct, adapted from C190, which prohibits GBVH. An oversight committee monitors the implementation of the Code of Conduct and other measures. Training and awareness-raising aims to create a work culture of mutual respect and recognition of the role of unions.</p> <p>An independent complaints and grievance mechanism was also created to investigate claims and ensure that perpetrators are held accountable. (Abimourched et al. 2019). A confidential information line for workers is run by FIDA, enabling workers to call about concerns they may have. Union representatives at the Nien Hsing factories report real change in the behaviour of supervisors, improvements in reporting and confidentiality, and workers are more aware of what they can do if sexual harassment occurs (IndustiALL 2022).</p> <p>Unions are seeking to replicate the model drawn up at the Nien Hsing factory in the Hippo Knitting factory, where revelations of harassment and abuse also received media attention. In 2020, this led to a programme of training-of-trainers for women shop stewards through the factory-based women’s committee, and subsequent training for all union members. It has led to better awareness of how women can safely and confidentially report sexual harassment, without retaliation. A key achievement of the IDUL is the recognition agreement signed with the employer in June 2021 to ensure that provisions on ending GBVH are included in collective bargaining.</p>
<p>Malawi Agriculture</p>	<p>A workplace policy on sexual harassment was agreed with the Sugar Plantations and Allied Workers Union of Malawi (SPAWUM) on 7 July 2021. In the agriculture sector awareness-raising has been carried out with unions representing plantation workers represented by three unions (SPAWUM, TOAWUM, PAWU), with information, including phone numbers, of who to contact to report violence and harassment. For example, workers at the Lujeri Tea Estate were issued with hand bands with a toll-free phone number to call if a worker is sexually harassed. A bilingual leaflet “Workers in Malawi Say No to Sexual Harassment” was disseminated to workers across tea estates in Malawi, after dozens of women reported sexual harassment and GBV, including, in some cases, rape.</p> <p>As a result of the trade union movement’s work and recent litigation in the United Kingdom, action is being taken to address endemic GBVH, following reports of endemic sexual harassment, rape, sexual assault and coerced sexual relations on tea estates and macadamia orchards.³⁵</p> <p>On 20 April 2021 the General Secretaries of IUF affiliates in Malawi³⁶ published a joint statement in the national Malawian newspaper The Nation, in 2021, condemning violence and harassment in the agriculture sector. It states that “We call upon all women who are facing the same sexual harassment and gender-based violence to come out in the open, talk to the unions and report these perpetrators. We call upon our male friends to respect women workers. We call upon the management and all those in authority in the organization who we operate in of hotels and food processing, the domestic workers, the tenants, and plantations to fight sexual harassment and negotiate with unions and implement a zero tolerance policy. This policy must contain commitments to hold awareness-raising sessions, to establish a complaints mechanism and ensure there will not be any retaliations against the victims and survivors but protection. We remind the employers’ duty of care, as enshrined in international and national laws, to make sure that the workplace is safe for all”.</p> <p>The statement refers to the fact that “ILO Convention 190 on Violence and harassment in the world of work is an opportunity for the Government to strengthen its obligation towards ending sexual harassment and gender-based violence in the workplace. It is an opportunity to fight any form of discrimination and to facilitate the prevention of such behaviour and practices... We believe ratification of this convention can improve drastically the number of women facing sexual harassment in and gender-based violence in the workplace”.</p>

35 <https://www.iuf.org/news/unions-in-malawi-say-no-to-sexual-harassment/>

36 Hotel Food Processing and Catering Workers Union (HFPCWU), Sugar Plantation and Allied Workers Union (SPAWUM), Tobacco Allied Workers Union (TOAWUM), Commercial Industrial and Allied Workers Union (CIAWU) and Plantation and Allied Workers Unions (PAWU).

<p>Morocco Garments</p>	<p>In the garment sector women union representatives (NTTC-CDT, UMT 2021) are involved in discussions to ensure that future CBAs contain provisions on gender equality and GBVH. GBVH has increased priority in union strategies linked to union organizing, advocacy and awareness. Union organizing, with strong support from male trade unionists, has been effective in ensure that as many as 85% of women in some factories are union members and that women are increasingly taking up union leadership positions in the factory. This has helped to reduce levels of sexual harassment.</p> <p>The union has been active in raising awareness about GBVH, including building understanding that work pressure and shouting are abuse, and in confronting the societal culture of silence, stigma, victim-blaming and impunity, which extends to their family relationships. During the pandemic, the union had to deal with many more cases of sexual harassment and union members were targeted and mistreated in the workplace.</p> <p>The COVID pandemic led to delays in negotiations in many factories and some employers were resistant to including clauses on GBVH (IndustriALL 2022). The UMT has drawn up a confidential procedure for addressing sexual harassment that ensures union involvement at all stages of complaints handling. This has helped to break the silence about the issue. Unions are also working with civil society to establish an independent complaints mechanism.</p>
<p>Nigeria</p>	<p>In 2021, the Nigeria Labour Congress (NLC) carried out a participatory research study with women workers in order to gain an insight into and evidence of GBVH that could be used in union advocacy and negotiations to end GBVH (Solidarity Center 2021). Lack of data had made it difficult to convince employers and the government to take the issue seriously. When the COVID-19 pandemic hit Nigeria, the participatory research continued, with the training for the peer researchers going online and interviews carried out by phone, rather than face-to-face. Women workers drafted the questions and carried out interviews with their peers in Abuja and Lagos in eight sectors (informal economy, manufacturing, healthcare, education, construction, media, hospitality and the public sector).</p> <p>The research provided concrete evidence about the scope and incidence of GBVH. Of the 9,193 women workers interviewed, over half (57.5%) stated that they had experienced GBVH in the world of work. Respondents below 30 years old and between the ages of 30 and 39 years experienced the highest rates of GBVH. More than half of the respondents (52%) had been threatened at work or on their way to and from work, and nearly one third (28.8%) had been pressured for sexual favours at work. Women in the healthcare sector reported the highest level of physical abuse (44.5%) and of bullying and coercion at work, which was particularly relevant as the research was carried out during the pandemic. The research led to the NLC drawing up recommendations for unions, employers and the Government to prevent and address GBVH, including awareness-raising in the world of work, ratification and implementation of C190, development of workplace policies and ensuring legislation includes the definition of GBVH in C190. The participatory research was also important in inspiring action to address GBVH by informal market traders.</p>
<p>Asia-Pacific</p>	
<p>India Steel, metal, engineering</p>	<p>The Steel, Metal and Engineering Workers Federation of India (SMEFI) has made demands to address women's issues, such as non-discrimination and the provision of separate toilets for women in CBAs. This has been successful in the State of Maharashtra, where almost 60% of factories are unionized and have CBAs. Having separate toilets has been an important demand, not only reflecting the need for women to have privacy, but also because it is one area where there have been complaints of sexual harassment and assault.</p>
<p>Garments</p>	<p>Following a serious case of sexual harassment, where a 20-year-old Dalit garment worker was allegedly raped and killed at an H&M supplier factory in Tamil Nadu, a landmark, binding agreement to end sexual violence and harassment against women workers at one of H&M's largest Indian suppliers was signed with H&M in May 2022.³⁷ The Worker Rights Consortium (WRC) investigated the issue and reported on widespread gender-based violence at Natchi Apparel, and H&M and Eastman Exports. Talks were held with the Tamil Nadu Textile and Common Labour Union (TTCU) and regional and international labour rights groups, including Asia Floor Wage Alliance (AFWA) and the international labour rights group Global Labor Justice-International Labor Rights Forum (GLJ-ILRF).</p> <p>The agreement is modelled on a similar agreement signed in Lesotho in 2019 (see under Lesotho above) and is the first time a brand has signed up to a legally binding agreement to tackle gender-based violence in Asia's garment industry. It is a unique model involving collaboration among brands, suppliers, unions and global labour partners. It includes an overhaul of the complaints system, an independent complaints mechanism, training of workers, supervisors and managers, and training of sexual harassment monitors on the factory floor.</p>

37 <https://www.theguardian.com/global-development/2022/apr/01/hm-pledges-to-end-shopfloor-sexual-violence-in-india-after-worker-killed-jeyasre-kathiravel>

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<p>Indonesia Medical</p>	<p>The Federation of Chemical Workers of the General Pharmaceutical and Health Industry and the All Indonesia Confederation of Labor Unions (FSB KIKES KSBSI) signed a Memorandum of Understanding with Batam-based PT JMS Group, a company involved in the manufacturing of medical-related products, in December 2020 on GBV-free workplaces, starting with forming a complaints team at the company level and integrating this joint initiative into the CBA.</p>
<p>Garments</p>	<p>PT. Parkland World Indonesia, an apparel and textile company employing some 11,000 workers and KSPI affiliate SPN signed a joint agreement in July 2021 on the elimination of violence and harassment in the world of work committing parties to ensuring a GBV-free factory. The agreement covers the establishment of an Anti-Violence and Harassment Settlement team; a Joint Monitoring Team to identify the forms, dangers and risks of violence and harassment in the workplace in order to take preventive and control measures; a system for establishing case resolution and recovery mechanisms for victims, including victims of domestic violence; and the organizing of awareness-raising and training.</p>
<p>Türkiye Garments</p>	<p>GBVH has been included in CBAs negotiated with some employers in the garment sector. These agreements include clauses on psychological and financial support for women experiencing GBVH. Some agreements include provisions for employers to hire women excluded from the labour market because of domestic violence. In 2022 training of union representatives helped to ensure that relevant provisions of C190, including on GBVH, are included in future CBAs, following a demand that came from consultations with women workers.</p>
<p>Americas</p>	
<p>Chile Education</p>	<p>A Protocol for Handling Complaints on Sexual Harassment, Work Harassment and Arbitrary Discrimination adopted in 2019 by the University of Chile, Directorate of Gender Equality,³⁸ was drawn up by a working group including the Directorate of Gender Equality and the Law Department of the University, together with the Federation of Students (FECH) and the National Federation of University Functionaries (FENA-FUCH).</p> <p>The protocol includes the concept of GBV, which earlier protocols did not. It also establishes in more detail the rights of the person(s) who make the complaint, the protective and preventive measures available to victims, and reiterates the prohibition of the use of mediation in cases of sexual harassment of GBV.</p>
<p>Colombia Mining</p>	<p>The Colombian mining union Sintracarbon, an affiliate of IndustriALL, created a joint union-management committee with Carbones del Cerrejón Limited in 2020 to tackle the widespread and unreported problem of sexual harassment. The committee is made up two people from the union and two from the company. The committee was created just prior to the pandemic, and although the pandemic led to delays in implementation, meetings began again in early 2022. The committee comprises two people from the union and two from the company.</p> <p>The joint committee is a major achievement for the union who had been for many years advocating for an effective complaints system to address cases of sexual harassment and address the workplace culture that resulted in the victimization of complainants. A major step was taken when the union secured the dismissal of a manager who had harassed several women employees. This was a major success because in the past the company typically transferred the complainant. (IndustriALL 2022)</p>
<p>El Salvador Public municipal and private sectors</p>	<p>CMSES-FEASIES Coordinating Body of Women Trade Unionists of El Salvador and the Federation of Independent Associations and Trade Unions of El Salvador have agreed a “Trade Union Protocol for the Prevention and Elimination of Gender Violence in the World of Work”. The protocol sets out the policies, awareness-raising and support measures, and legal procedures that unions can undertake to combat gender-based violence and offer support to victims. It includes a list of all State institutions offering support to victims.</p>
<p>Peru Inter-sectoral</p>	<p>Bipartite committees on sexual harassment (<i>Comités de intervención frente al hostigamiento sexual</i>) are mandatory in companies with over 20 workers, established under the law (Law 27.942 on the Prevention and Sanctioning of Sexual Harassment, and its amendments under Supreme Decree No 021-2021- MMIP, of 26 July 2021).</p> <p>The membership is gender balanced and comprises two workers and two employers. The workers’ representatives should be elected by the workforce. The committees are tasked with approving and monitoring the enforcement of sexual harassment policies; investigating cases of sexual harassment and make recommendations; keeping statistics on the cases of sexual harassment and making recommendations to improve the workplace environment. There is no specific reference to investigating cases of third-party violence.</p>

38 <https://direcciondegenero.uchile.cl/wp-content/uploads/2020/03/Protocolo-Acoso-Uchile-Texto-Normativo.pdf>

Europe	
Austria Private sector	<p>A template for a company agreement for the prevention and reduction of sexual harassment and for the promotion of peaceful conflict resolution³⁹ was prepared by the Austrian private sector union, GPA, to support negotiations between works council and companies. To date there has been a good response by works councils and it has been an important mechanism for companies to take measures in this matter. The agreement aims to create a positive working environment. It sets out the obligations of the employer and the works council in prevention, focusing on awareness-raising and other issues, such as the physical design of the workplace; on investigation of incidents of sexual harassment; and support to persons concerned.</p> <p>A key issue is to prevent sexual harassment by recognising the signs at an early stage. Advice can be sought from a confidential advisor or “person of trust”, who is appointed jointly by the company and the works council. Managers will receive training to raise their awareness of sexual harassment and enable them to recognise and prevent sexual harassment, to take preventive measures and to deal with complaints of sexual harassment appropriately.</p>
Belgium Inter-sectoral	<p>A Code of Conduct to combat GBV has been drawn up by the CSC-AVC confederation to assist trade union negotiators at company level to ensure there is a strong commitment against sexism and GBV in the workplace. The aim is to adapt it to local needs. A brochure sets out roles of shop stewards in assisting workers affected by sexist or sexual violence entitled “My colleague is subjected to sexist or sexual violence: what is my role as a shop steward?”⁴⁰ Another brochure “Women workers, health and coronavirus” (2020) addresses the impact of COVID on women workers carrying out essential jobs during the pandemic, issues arising from the lockdown and compulsory teleworking, and domestic violence which occurs out of sight. While acknowledging that telework offers some advantages for women workers, such as time savings and greater autonomy, it also entails risks, such as social isolation of women teleworkers and the loss of a sense of the collective, while “hyper-connectedness” can create stress. Measures can be taken to ensure that contracts are respected in order to protect the worker and curb abusive management, for example, under a company collective agreement or via the work regulations. Since 2004, the union has implemented a gender mainstreaming charter, resulting in telework being addressed with a gender perspective so that women can fully benefit from these advances in the world of work.</p>
Cyprus Code of Conduct on sexual harassment in public services	<p>The Code of Conduct on Preventing and Combating Harassment and Sexual Harassment⁴¹ was drawn up in 2019 by the Ombudswoman in cooperation with the Gender Equality Committee in Employment and Vocational Training. The Code was approved by the Ministerial Board by a Decision and is a framework for collective bargaining. It provides for informal and formal methods to investigate complaints and reinforces the legal responsibility of employers to ensure a safe, dignified, healthy and friendly work environment. It is recommended that Gender Equality Committees be established in each Ministry and that they receive training about the implementation of the Code.</p> <p>Problems may occur in the implementation because the Code is voluntary. It does not deal with perpetrators and only refers to the disciplinary code of the Public Sector. Following on from this the employers and Industrialists Federation OEB and the SEK and PEO union confederations signed the code of conduct for sexual harassment in the workplace, with the view to incorporate it into CBAs in the future.</p>

39 <https://bildung.gpa-djp.at/files/2012/10/SexuelleBelastigung.pdf>

40 https://www.lacsc.be/docs/default-source/acv-csc-docsitemap/5000-over-het-acv-a-propos-de-la-csc/5230-publicaties-publications/5240-folders-en-brochures-brochures/5335-gender-equality-egalite-hommes-femmes/violence-femmes-new-tcm187-443575.pdf?sfvrsn=45a8f736_4

41 [http://www.ombudsman.gov.cy/Ombudsman/ombudsman.nsf/All/C0F6F29332ACFE2AC22586B7003821EC/\\$file/Code%20of%20Conduct%20on%20Preventing%20and%20Combating%20Harassment%20and%20Sexual%20Harassment%20in%20Public%20Services.pdf](http://www.ombudsman.gov.cy/Ombudsman/ombudsman.nsf/All/C0F6F29332ACFE2AC22586B7003821EC/$file/Code%20of%20Conduct%20on%20Preventing%20and%20Combating%20Harassment%20and%20Sexual%20Harassment%20in%20Public%20Services.pdf)

<p>Denmark</p> <p>National tripartite agreement on sexual harassment</p>	<p>A binding national tripartite agreement was concluded on 4 March 2022 on initiatives to counter sexual harassment in the workplace.⁴² The initiatives can be implemented without changes to the law, and where necessary the Government will seek parliamentary support to implement them. Under the agreement, the Government and the social partners agreed 17 initiatives aimed at contributing to culture change through better prevention and management of sexual harassment. They range from clearer rules for handling cases of sexual harassment, higher compensation in serious cases, better prevention, and legal protection for students and apprentices. Greater responsibilities are put on the social partners as well as the Danish Working Environment Authority. An Alliance on the prevention of sexual harassment is suggested, made up of labour market organizations, the education sector and civil society.</p> <p>Unions had been lobbying for stronger legislation for many years, and they believe that the forthcoming ratification of C190 in Denmark has been a strong lever for the new legislation. The issue became all the more urgent following research carried in 2021 by the Confederation of Danish Trade Unions (FH), which revealed that more than twice as many employees experience sexual harassment than official figures show. More than one in ten have been subjected to acts categorized as sexual harassment in the past year. For young people under 30, the figure is one in five.⁴³</p>
<p>France</p> <p>Telecoms</p>	<p>On 22 December 2021, Orange and unions (CGT-KAPT, CFDT F3C, CFE-CGC ORANGE, CGT FAPT, FO-COM, SUD-PTT) signed the “Agreement on professional equality between women and men and the balance between private and professional life within Orange SA 2022-2024”.⁴⁴ This renewed agreement contains new clauses on telework, health, prevention and the fight against violence, including paid domestic violence leave of three days that can be taken as half days. Further developments include training about sexism and action plans to combat harassment and sexism in Orange’s partner schools. (CGT 2021)⁴⁵</p> <p>Section 5 of the agreement addresses health, prevention and combatting violence, a commitment to address risk factors at work, prevention of sexual harassment, bullying and sexism in the workplace, and actions to address domestic and family violence (see domestic violence below). Since 2013, the company has an action framework in place for handling and processing reports and relies on a network of representatives to address harassment, sexism and violence in the workplace. The action framework also envisages training and awareness-raising, addressing violence and harassment as an occupational safety and health risk, improved reporting and resolution of complaints and provision of immediate protective measures if required.</p>
<p>Transport (Rail)</p>	<p>The CBA signed by Groupe SNCF and unions (CGT, UNSA-Ferrovie, SUD-Rail and CFDT) in 2021 builds on agreements on professional equality dating back to 2006. Chapter 4 of the revised agreement includes new provisions on gender-based and sexual violence, provisions on support for victims of domestic violence, prevention with a focus on groups most at risk such as trainees, and to extend the current “barometer” on the perception of sexism within SNCF to cover sexual violence.</p> <p>Within three months of the agreement coming into force Group HRD will propose a standard process for handling cases of sexual harassment and sexist behaviour to the trade unions and draw up a guide on handling sexual harassment and sexist behaviour. Emphasis is given to training managers and by the end of 2022 training sessions will be held for sexual harassment representatives, appointed in each company. Victims of gender-based or sexist violence can be granted three days exceptional leave of absence to attend a court summons, meetings with a lawyer or support from a specialist association, as well as support from company social and health services.</p>
<p>Public sector</p>	<p>The Agreement on Gender Equality Professional Equality between Women and Mensigned, on 11 September 2019 with the Family Allowance National Fund (CNAF) and unions (CGT, CFDT, CFE-CGC, FO) for 2021-2025 addresses measures to combat sexism, stereotypes, and gender-based and sexual violence (Article 5). CNAF is a public institution and considers it has an important role to play in combating all sexist behaviour and stereotypes.</p> <p>To this end, regular awareness-raising and training activities will be carried out for managers, HR staff and staff representatives and prevention tools and actions will be developed. An awareness-raising campaign will be agreed with the company’s social and economic committee (CSE), the professional equality committee and the occupational safety and health violence representatives. In addition, CNAF’s internal regulations will include definitions of all types of GBV and of sexist behaviour and gender-based or sexual violence, as well as disciplinary sanctions. The agreement will be distributed to all employees and newly recruited staff.</p>

42 Thanks to Dina Staal, Confederation of Danish Trade Unions (FH) for providing an English translation of the agreement.

43 <https://fho.dk/blog/2021/06/08/kaempe-moerketal-langt-flere-udsattes-for-seksuel-chikane-end-officielle-tal-viser/>

44 http://www.focom-orange.fr/wp-content/uploads/2021/12/accord_egalite_professionnelle_et_vpvp_2022-2024-pdf.pdf

45 <https://www.egalite-professionnelle.cgt.fr/accord-egalite-professionnelle-orange-sa/>

Postal	<p>The three-year Agreement on professional equality between women and men (2019-2022) was signed on 25 July 2019 by La Poste (French post office) and unions (FAPT-CGT, CFDT-F36, SUD, FO-COM, CFDT-PTT and UNSA-Postes), building on previous agreements signed in 2005, 2011 and 2015. During this time the agreements have contributed to a gradual evolution of gender equality, and new measures have been introduced such as ensuring balance between professional and personal life and the right to disconnect, along with measures to combat sexism and violence at work, and to protect postal workers and their families. Emphasis is given to prevention by addressing risks.</p> <p>The agreement also guarantees equal rights on grounds of sexual orientation and gender identity. Specific provisions are included on physical and psychological violence at work, including sexual harassment, encompassing all managers, HR managers and postal workers. The agreement for 2017-2019 set out the confidential protocols for preventing and addressing violence and harassment, including sanctions. Additional provisions exist on domestic violence (see below) and third-party violence and harassment (see below).</p>
Performance arts	<p>An action plan to promote gender equality and fight against sexist and sexual violence in the live performance, audiovisual and cinema sector was signed on 8 June 2020 by the employer's organization, FESAC, and the unions (CFDT, CGT, FO, CFTC, CFTC Media+, CFE-CGC). It commits the parties to promote real equality between women and men, and to strengthen the fight against violence and sexism in the performing arts, audiovisual and cinema sectors.</p> <p>Action 5 addresses the fight against gender-based and sexual violence and concrete actions are set out to: establish a listening and monitoring unit under the aegis of Audiens, in collaboration with the Minister of Culture; promote the training of occupational health professionals; promote communication and information tools to improve the awareness of employees and employers, provision of specific training for managers and staff representatives; and to promote the creation of a charter or label for castings and auditions.</p>
Spain Inter-sectoral	<p>A protocol published by the Instituto de las Mujeres (2021)⁴⁶ for the prevention of and action against harassment aims to ensure that companies adopt zero tolerance of harassment, harassment on grounds of sex or sexual harassment in its organization and premises. This takes the form of two separate model protocols. The first covers prevention and action against sexual harassment and harassment based on sex for companies that are obliged to draw up an equality plan, and the second is for smaller companies without an equality plan. Reference is made to provisions at the international level, including ILO C111 and C190, the latter still pending ratification by Spain.</p>
Banking	<p>The 24th Banking CBA⁴⁷ signed by CCOO, UGT and the Spanish Banking Federation, FINE, on 29 January 2021, establishes provisions on violence and harassment for inclusion in the negotiations for company equality plans with over 50 employees (for those under with under 50 employees it is recommended that these provisions are included in internal equality policies). Equality Plans will be drawn up on the basis of a study and assessment of the measures needed to achieve equality and to gender-based violence, occupational health, communication and company culture are also addressed.</p> <p>Article 59 refers to the prevention of sexual harassment and gender-based discrimination, stipulating that companies will negotiate protocols with the legal representatives of the unions covering a declaration of principles; definitions of sexual harassment and gender-based harassment; measures and procedures to submit complaints, investigate and resolve cases; sanctions and penalties; information and awareness-raising and includes a model form to submit complaints. The collective agreement also refers to the possibilities of implementing other measures, such as information campaigns and training programmes or codes of good practice.</p> <p>Article 60 refers to protection against GBV and domestic violence (see section on domestic violence below). Similar clauses exist for the CBA for Credit Cooperative Societies (Articles 48 & 49).</p>
Inter-sectoral	<p>ELA (Basque Workers' Solidarity) has established a trade union strategy that includes a model «Protocol against sexual harassment, harassment based on sex, gender identity and sexual orientation» which is included in the platform of demands for negotiation with companies for CBAs and Equality Plans. The objective is that from 2022 onwards all companies will have introduced measures against violence and harassment at work in their agreements and Equality Plans. It includes provisions for effective and binding anti-harassment measures and protocols in the workplace, and addresses the issue of sexual harassment and harassment, which are closely connected to "hierarchical and power relations within the workplace, fear of losing one's job, macho attitudes and behaviours that are normalized in many workplaces...". The Protocol is a tool to ensure that all agreements and equality plans address violence and harassment in a comprehensive way from 2022 onwards.</p>

⁴⁶ https://www.igualdadenaempresa.es/asesoramiento/acoso-sexual/docs/Protocolo_Acoso_Sexual_y_Por_Razon_De_Sexo.pdf

⁴⁷ https://www.boe.es/diario_boe/txt.php?id=BOE-A-2021-5003

<p>United Kingdom Private sector, retail, education</p>	<p>In the 2021 TUC Equality Audit,⁴⁸ sexual harassment is reported as being the most common equality issues for unions: 42% of unions stated that they had drawn up equality guidance on sexual harassment policies and 64% had produced equality guidance concerning harassment and bullying policies. Examples include a checklist, model clause for CBAs and model workplace policies, produced by the UK University & College Union (UCU) to support for local unions in negotiating sexual harassment policies.</p> <p>Equity, the union representing workers in the entertainment industry produced recommendations and guidance for collective bargaining covering dignity and respect clauses attached to members' contracts, effective complaints policies, whistleblowing and grievance procedures for bullying, harassment and sexual harassment, including third-party harassment, and outlawing non-disclosure agreements that protect perpetrators of sexual harassment. Several unions, including Unite and the UCU have produced guidance on tackling workplace racism and high levels of racialized bullying and harassment. Unite's "Toolkit Race Ahead in Health": <i>tackling race discrimination in the workplace</i>, for union representatives in the health sector gives guidance in addressing racism, including racist bullying and harassment. An agreement for a bullying and harassment policy signed by Unilever and UK unions (Usdaw, Unite, GMB) in 2017 states that the company aims to eliminate all forms of harassment, including sexual and racial harassment and harassment relating to sexual orientation, disability, age, gender reassignment and religion or belief, as well as bullying and other unacceptable behaviour.</p>
<p>Education</p>	<p>In 2019, the teachers' union NASUWT⁴⁹ launched the Gender Equality Challenge Principles to encourage more reporting on sexual harassment, which resulted in an increase in the number of cases. It has also exposed the use of social media to assault women teachers and called for regulatory change. It demands that all employers have policies in place to report and deal with cases of sexual harassment and provide training for managers in dealing with sexual harassment complaints.</p> <p>In Northern Ireland, NASUWT advocated for a new law following sexual harassment of two of the union's women members from a boy pupil who used his mobile phone to take pictures up the skirts of two women teachers (upskirting). The union fought hard for justice for the two women, which led to legislation in Northern Ireland being introduced on upskirting.⁵⁰</p>
<p>European-level</p>	
<p>UNI-Europa Insurance</p>	<p>The Joint Declaration of the European Insurance Social Partners on Diversity, Inclusion and non-Discrimination signed on 8 March 2022,⁵¹ provides for non-discrimination against all protected groups, including LGBTI, disabled and older workers and the promotion and support of initiatives, including to combat any form of discrimination (including harassment) and protect any employee who has been the victim of such. It states that work-related violence, abuse and harassment – including psychological and sexual harassment – will not be tolerated under any circumstances and no workers should be sanctioned or dismissed for having been subject to and/or reported such acts.</p>
<p>Engie Energy</p>	<p>The fight against discrimination and violence, including sexist behaviour and sexual harassment, is an important part of Engie's European Agreement on professional equality, which was signed in 2017 for an indefinite period with EPSU and IndustriALL.⁵² In 2020 additional measures were introduced unilaterally by Engie as a response to the COVID-19 pandemic, to address increased risks of violence and harassment, including sexual harassment and domestic violence, resulting in a global information and awareness campaign on domestic violence. In France, an agreement was signed to implement regular remote working of one or two days a week, and some entities have signed agreements on the right to disconnect.</p>
<p>Compass Group EWC Hospitality</p>	<p>The Compass Group EWC agreement (2015) has been used by unions to address sexual harassment across Compass Group's operations in food, hotel, catering and agriculture. The agreement commits partners to social dialogue, the right to information and consultation, respect of international human rights and to the ILO's fundamental principles and rights at work. More recently, trade unions have called for measures to address sexual harassment. Good progress was made in Germany, France, the Netherlands and Spain in implementing procedures and training on sexual harassment. In the United Kingdom and Ireland following the presentation of cases of sexual harassment, a dignity at work policy was agreed requiring, among other measures, training for managers in handling cases of sexual harassment. COVID-19 added extra urgency to the need to address sexual harassment in the catering sector.</p>

48 <https://www.tuc.org.uk/EqualityAudit2021>

49 <https://www.nasuwt.org.uk/advice/equalities/under-represented-groups/women/domestic-abuse-toolkit.html>

50 <https://www.nasuwt.org.uk/article-listing/nasuwt-victory-as-upskirting-bill-becomes-law.html>

51 <https://www.uni-europa.org/news/marking-international-womens-day-landmark-joint-declaration-guarantees-diversity-inclusion-and-non-discrimination-for-europes-insurance-workers/>

52 https://ec.europa.eu/employment_social/empl_portal/transnational_agreements/engie_egalite_2017_EN.pdf

Global	
IUF Agriculture, hotels	<p>IUF's demands on equality and COVID-19 aim to ensure that employers, health authorities and governments argue that: "A gender responsive approach to the COVID-19 crisis is essential across the whole of society to ensure that gender inequalities are not reproduced, perpetuated or exacerbated in the context of this pandemic. Priority was given to fighting GBVH in the world of work and domestic violence through the promotion of C190 and R206, gender-proofing occupational safety and health and promotion of quality public care services and decent work. This includes in workplaces, through healthcare provision and research, and in preventing violence towards women and girls".</p> <p>Among a range of recommendations: "Establish urgent tripartite negotiations to provide additional shelters for women victims of domestic violence (including through the requisition of empty hotels) so they can escape as soon as possible from a dangerous and life threatening environment; and list domestic violence professionals and organizations as essential services providers". Also: "Quarantine and family isolation at home exposes more women to domestic violence and abuse either because they already have a violent partner or because partners may become violent as a result of the added stresses of financial penury. The risk of sexual violence, incest and teen pregnancies increases dramatically". IUF affiliates were also encouraged to apply the IUF guide on a gender responsive approach to occupational safety and health and to bargain for and implement key changes in the workplace particularly in the context of this crisis.</p>
BWI Building and construction	<p>BWI's strategy focused on a three-month campaign over the last quarter of 2020 to disseminate information about C190, call for its ratification and to raise issues of violence at work and at home, as well as workplace discrimination. The campaign was launched with a series of regional on-line events with the participation of senior BWI leadership and ended by marking the 16 days of activism against violence against women.</p>
ITF Transport	<p>ITF's 2020 strategy on gender equality and COVID, calls on employers, governments and investors to take steps to ensure that the increase in violence against women is not perpetuated or intensified. This builds on an important campaign in the transport sector at global, regional and national levels, including training for Women's Advocates in the transport sector in India and Nepal. During the pandemic the role of the Advocates became even more important, as was the support given to affiliates to use C190 in their bargaining for CBAs and OSH policies on violence and harassment, including a new focus on domestic violence. The Advocacy programme is also being rolled out in Argentina, Colombia and Brazil. In Brazil, this has led to a programme with the Labour Ministry aimed at including violence and harassment in collective bargaining. See also ITF's Sanitation Charter (Section 1.5 on Occupational Safety and Health).</p>

1.3 Vulnerable groups: informal economy workers, domestic workers and migrant workers

Africa	
Kenya Markets/informal	<p>The Kudheihia trade union has negotiated with the public authorities to ensure that informal economy workers are protected from violence and harassment. Negotiations with the county government in Nairobi led to three marketplaces installing clean water and sanitation, along with other OSH measures.</p>
Metal/informal	<p>With the onset of COVID in Kenya, the Amalgamated Union of Kenya Metalworkers, negotiated with the Government and employers to increase levels of social protection, particularly for women in informal and precarious jobs without paid sick leave and healthcare. This issue became central to the union strategies, after the rise in rape and sexual assault resulting from the pandemic, an increase in domestic violence and demands for sexual favours to obtain and keep a job. In recognition of these gender-specific needs the union put forward demands that social protections insurances should include access to reproductive health services and have sought to bargain with employers to increase protections from GBVH in the workplace. (Solidarity Center 2021a).</p>

<p>Nigeria Markets/informal</p>	<p>Informal market workers in Nigeria, the majority of whom are women, have organized to tackle the huge increase in GBVH against women workers and children during the pandemic. This work was inspired by C190 and a successful campaign and training by the Nigeria Labour Congress (NLC) and the US Solidarity Centre. This led to the introduction of a ground-breaking Code of Conduct and awareness-raising to end market GBVH in the popular Mile 12 market, Ketu, Lagos State. Amid the massive increase in GBVH during the COVID-19 pandemic this action became all the more important after the Government declared GBVH a national emergency. The initiative had its origins in participatory research, by the NLC and the Solidarity Center, with workers from the Mile 12 market. Emphasis was put on empowering, involving and training women and men market leaders. An Anti-GBVH Task Force, made up of 25 men and 15 women representing all parts of the market, holds weekly sensitization campaigns in various sections of the market. Additional specialized training and support is provided by the Sexual Assault Referral Center (Mirabel Center), the Gender Department/Family Support Units of the Nigeria Police Force and the International Federation of Women Lawyers. In addition, informal economy workers became aware of the value of C190 and why ratification is important for informal economy workers in Nigeria. The programme has been successful in leading to the prosecution of a perpetrators of child rape at the market, highlighting also the dangers faced by children of market workers.</p>
<p>South Africa Informal</p>	<p>Many workers in the informal economy lost their jobs or livelihoods during the pandemic. Increased levels of poverty and precarious work led to a massive increase in rates of domestic violence. In South Africa, COSATU stated that during the first lockdown in 2020 as many as 31% of informal economy workers reported that they were locked out of their employment, compared with 26% of those in formal employment. One half of all informal economy workers (49%) remaining in work experienced reduced working hours and self-employed informal economy workers, particularly the most vulnerable, lost substantial earnings.⁵³ COSATU argued for special measures to be introduced to provide support for informal economy workers during the pandemic. The South African Clothing and Textile Workers' Union (SACTWU) reached an agreement with employers to guarantee six-weeks full pay for 80,000 workers, the majority of whom were women, during the lockdown in 2020.⁵⁴</p>
<p>Tunisia Agriculture</p>	<p>In Tunisia, over 500,000 women work in the informal agricultural sector where risks of GBVH are high. The Federation of Agriculture and the Tunisian General Labour Union (UGTT) are working to end GBVH through awareness-raising programmes to assist women to know their rights on the job and to speak out for safe conditions, especially concerning dangerous transport to and from work. A union survey in 2020 found that more than half of women said they have faced verbal or physical abuse on the job, and lack access to paid time off, sick leave or healthcare. The union is organizing workers to demand safe transportation, protections against GBVH, PPE and access to social protections.</p>
<p>Asia-Pacific</p>	
<p>Pakistan Homebased workers</p>	<p>In Pakistan, the Homebased Women Workers Federation, an affiliate of IndustriALL, recently agreed an MoU with a provincial government to provide social security measures for homebased workers in the province, many of who work without labour protection or social security. The issue has been particularly important during the COVID pandemic as homebased workers faced increased levels of GBV. Violence and harassment has been a key issue for the Federation and securing some of the protections of formal employment has been an important first step in reducing workers' vulnerability to violence and harassment.</p>
<p>Philippines Domestic workers / informal</p>	<p>A recent achievement, following many years of advocacy by trade unions and civil society organizations representing informal and domestic workers, was the enactment in 2021 of Departmental Order 230 providing protection, interventions and redress mechanisms on sexual harassment at work for kasambahay (house helpers), workers in the informal economy, and those employed in establishments with 10 or fewer employees. It draws on the wide scope of C190 by referring to GBVH experienced on the streets and in public places, online, in the workplace and in education and training institutions. For the kasambahay (domestic workers), the work contract must guarantee the worker's protection from sexual harassment.</p>

53 <https://theconversation.com/support-for-women-informal-workers-is-urgent-as-pandemic-unfolds-in-south-africa-144136>

54 <https://www.solidaritycenter.org/women-their-unions-stand-strong-during-covid-19/>
<https://www.lrs.org.za/2019/10/22/ending-violence-and-harassment-in-the-world-of-work-is-a-union-issue/>

Americas	
Brazil Agriculture	Rural Workers Union of Juazeiro-Ba, Brazil, signed a collective agreement with employers, with effect from 1 January 2021. ⁵⁵ The agreement provides for non-discrimination and a commitment by the employer to implement sanctions against any employee who has perpetrated sexual and moral harassment (Clause 29). Any type of discrimination or abusive behaviour against a woman worker, such as requiring sterilization to obtain or remain in a job, or sexual harassment by employers, agents or co-workers is forbidden. Prevention measures against physical violence in the workplace include the provision that employees, including administrators, field inspectors and the like, are forbidden from carrying firearms in the workplace (Clause 55).
Europe	
Italy Domestic work	The national collective agreement for domestic workers, signed in September 2020 and in force from 1 October 2020, includes a declaration acknowledging that violence and harassment in the domestic workplace constitutes abuse and a violation of human rights. Parties to the agreement are committed to promote initiatives to “counter any behaviour incompatible with human dignity” (Fidaldo et al. 2020, art. 28). Signatories to the agreement were employers’ organizations (Fidaldo and Domina) and unions (FILCAMS CGIL, FISASCAT CISL, UILTUCS AND FEDERCOLF). Among other issues, the agreement addresses challenges posed by COVID, with the need to improve protection in the working environment, access to training, measures to improve wellbeing and an increase in the monthly wage by €12, along with an allowance for workers caring for children under the age of 6 years or other dependents. The agreement gives recognition to the risks faced by women and addresses violence and harassment as part of other health and safety risks at work. Overall, the social partners are committed to making formal work more attractive to domestic workers, in a sector where the majority work on an informal basis.
Kyrgyzstan Migrant workers	Unions in Kyrgyzstan have advocated for protections for women workers, including demanding that the Government address the increase in GBVH during the pandemic by ratifying Convention 190. Unions, with Solidarity Center support, opened a women migrant worker centre in Bishkek. Workers have reported increases in GBVH and other abuse on the job and the centre has been able to provide greater protections for women migrant workers, and has called for the ratification of C190.

1.4 Internal union policies on violence and harassment

Africa	
South Africa Inter-sectoral	COSATU’s Policy and Procedure for the Handling, Prevention and Elimination of Sexual Harassment ⁵⁶ covers handling of cases in the workplace and in unions and the prevention of and strategies for the elimination of sexual harassment. It applies to all members, shop stewards, office bearers, appointed officials, and staff of COSATU and its affiliates. Affiliates are encouraged to develop and adopt their own sexual harassment policies based on the policy. In cases where affiliates have not yet adopted a policy, the COSATU policy and procedure will apply. It also covers third parties such as job applicants, vendors, suppliers and service providers, and any other organizations and/or persons having dealings with COSATU and its affiliates. COSATU can also require that service providers commit contractually that their representatives will not engage in any form of sexual harassment. One of its aims is to “Ensure that no COSATU leader, staff member or member of an affiliate implicitly or explicitly demands sexual favours in return for representation, employment, retention of employment, promotion or to secure a wage increase, among others” (p.7) Guidance is given to ensure that unions negotiate workplace policies on ending sexual harassment (steps to follow when harassment occurs, protection of victims of sexual harassment from retaliation, additional leave and counselling support, and awareness-raising and training provided by the employer).

55 <http://www3.mte.gov.br/sistemas/mediador/>

56 <http://mediadon.co.za/wp-content/uploads/2019/11/COSATU-Sexual-Harassment-Booklet.pdf>

<p>Motor industry</p>	<p>An internal policy was drawn up by the MISA union in 2019, just prior to the adoption of C190. The policy on all forms of violence and harassment includes a complaints procedure, third-party violence and harassment and the prevention of violence and harassment through risk assessment. It was modelled on C190 and R206, and uses the same definitions of violence and harassment, including gender-based violence and harassment in the world of work. The policy has been used as a model for MISA members to engage in company- and workplace-level bargaining with employers. The policy was drawn up in a participatory way through a four-day workshop held at the ILO-ITC in November 2018 with MISA representatives from the leadership of the union, including the union's gender and youth representatives. C190 has also prompted unions in Nigeria to address their own internal policies. During the February 2019 NLC National Delegates Conference, the NLC's National Women's Commission, successfully supported the adoption of the NLC sexual harassment policy, which paved the way for women leaders to also play a leading role in the implementation of the policy.</p>
<p>Zimbabwe Construction, agriculture</p>	<p>In response to the forthcoming ratification of C190 in Zimbabwe, unions have started a process to ensure internal union policies are in line with the C190 and R206. The construction union, ZCATWU, plans to develop and adopt a policy on violence and harassment at work and to incorporate it into the sectoral collective agreements. The plantation and agricultural workers' union, GAPWUZ, drew up a draft Sexual Harassment Policy in 2020 for application within the union. The scope includes all GAPWUZ employees, including students on placement, union members, prospective employees and third parties dealing with the union. The union commits to supporting the victims of sexual harassment with appropriate measures, including arranging for counselling services, and making provision for compassionate leave or medical treatment. Education and training programmes will be provided for its staff and all new staff will be required to undergo a comprehensive sexual harassment induction.</p>
<p>Americas</p>	
<p>Argentina Energy, industry, services</p>	<p>A protocol for prevention, intervention and action in situations of discrimination, harassment and gender-based violence against women and LGBT+ people was agreed by the Federation of Energy, Industry, Services and Allied Workers (FeTIA) in 2019. This draws on the guidelines and tools of the trade union centre, CTA, on «Trade union commitment to the eradication of gender violence. General guidelines and tools to address gender violence and women's participation in conditions of equality from trade union organizations. Legislative proposals» (2017).</p> <p>FeTIA addresses prevention and protection against gender-based violence in all its forms towards its affiliates of women and LGBT+ people, and aims to promote cultural change with regard to LGBT+ people and the representation of women and within its affiliated unions. The protocol is a framework for prevention, awareness-raising and training actions undertaken by the federation, and will be activated in response to a request for advice, consultation or complaint about situations of discrimination, harassment and/or gender-based violence, when the unions affiliated to the federation do not take the corresponding measures in response to the victim's complaint or in the event that the perpetrator is a member of the FeTIA executive committee. It includes the creation of the Gender and Equality Mediation Commission to handle complaints, made up of a group of members with positions on the leadership boards of the unions that are part of the federation. In addition, a range of prevention actions are put in place. Specific reference is made to ILO C190 and R206.</p>
<p>Education</p>	<p><i>Asociación Sindical del Personal Técnico Profesional y Jerárquico de la Actividad Minera Argentina (ASIJEMIN)</i> Protocol for prevention, intervention and action in situations of discrimination, harassment and gender-based violence against women and LGBT+ people by members of the National Federation of University Teachers (CONADU). (2020). The Protocol has as its objective to contribute to a more participatory, democratic and egalitarian union organization, and guarantee the participation of women and LGBTI+ people, on equal terms, without discrimination. It aims to do this through a framework for prevention, intervention and action in situations of violence, harassment and discrimination on the basis of gender-based violence, harassment and discrimination when exercised by union members and members of the trade union. This will be carried out through the establishment of institutional mechanisms to deal with complaints of gender-based violence and harassment, and through prevention and training and awareness-raising. Specific reference is made to C190 and R206.</p>

<p>Brazil – CUT Inter-sectoral</p>	<p>The United Workers Centre (CUT)-Brazil has a Protocol to prevent and take action in cases of discrimination, harassment or GBV, which was adopted in December 2020 by the CUT National Plenary Executive Committee. It refers to the relevant national and international legal frameworks, including C190 on violence and harassment and C155 on occupational safety and health. It confirms CUT’s commitment to workplaces free of any form of discrimination and to the fight against harassment and other forms of unacceptable behaviour in the workplace and in its own structures or union activities.</p> <p>It was adopted in the framework of the CUT campaign “Violence against women, zero tolerance”. The protocol stipulates that before any CUT activity, participants will be informed about the contents of the protocol and a member of the CUT Working Commission (Comissão de Trabalho) will be designated to receive any complaints, carry out an investigation and impose sanctions on perpetrators. The Protocol will be annexed to the Statutes of the CUT, Confederations and Federations so that each organization can adopt a similar protocol. The Protocol establishes a Commission on Harassment which reports to the Commission on Ethics and which will carry out the investigation within 10 days of receiving the complaint and produce a report within 30 days, including any measures or preventive actions. The final report will be submitted to the National Executive Committee. The CUT is currently promoting the Protocol with the sectoral affiliates and with the State-level branches of the CUT.</p>
<p>United States Inter-sectoral</p>	<p>AFL-CIO drew up a model Policy Statement on anti-discrimination and anti-harassment for its affiliates,⁵⁷ which includes harassment and sexual harassment, and complaint and investigation procedures. The confederation also adopted a model code of conduct which covers all persons, including those who are not staff, in a central body’s workplace, as well as anyone who attends a central body activity, event, or meeting. The AFL-CIO encourages its affiliates to adopt the policy and code.</p>
<p>Europe</p>	
<p>Denmark Inter-sectoral</p>	<p>In 2020, an internal policy on harassment, including sexual harassment/unwanted sexual attention, was adopted by 3F, defining sexual harassment as unwanted touching, solicitation of sexual relations, sexualized “jokes”, unwelcome requests, and viewing of pornographic material.</p> <p>The policy also covers a range of offensive acts that can take place in the workplace, including bullying, withholding necessary information, hurtful remarks, being ridiculed, threats, hostility, and belittling on the basis of age, gender, sexual orientation, ethnicity, or religious beliefs. The policy thus covers a wide range of violations.</p> <p>Various measures have been put in place to raise awareness about the policy, including all 3F departments. The union has encouraged members to play the game «Crossing the line» which aims at creating dialogue about boundaries in a workplace, and in demonstrating how boundaries and harassment can be contextual. In addition, as part of the wider prevention of sexual harassment, 3F drew up a “whistleblower” policy in 2020.</p>
<p>Metal</p>	<p>Dansk Metal’s internal policy on sexual harassment and bullying was agreed on 1 January 2019. Following Dansk Metal’s support for the revised the Equal Treatment Act, the union decided to examine their internal handling and prevention of sexual harassment and live up to their own responsibility as an employer, at a time when they were also making demands externally to workplaces.</p> <p>Sexual harassment was written into a policy that Dansk Metal already had on bullying, so that the policy covered both issues. This was followed up with internal prevention workshops for all employees of the union and workshops for the union’s local branches.</p>
<p>Europe Inter-sectoral</p>	<p>ETUC drew up a Code of Conduct for Meetings, Events and Courses, which was adopted by the ETUC Executive Council meeting 8–9 March 2020. It states that the ETUC has zero tolerance for any violence and any type of harassment including sexual harassment, and confirms that violence, harassment and sexual harassment are contrary to trade union values and may prevent persons, particularly women, from participating and advancing in the labour movement. It sets out a policy and procedure relating to the ETUC Congress, Steering, Executive and other committee meetings and events.⁵⁸</p>

57 Anti-discrimination and anti-harassment policy, AFL-CIO <https://aflcio.org/sites/default/files/2018-02/Policy.pdf> 70 Code of Conduct, AFL-CIO <https://aflcio.org/sites/default/files/2018-02/Code%20of%20Conduct.pdf>

Model Equality Clause, TUC <https://www.tuc.org.uk/research-analysis/reports/tuc-equality-audit-2018?page=3>

58 <https://www.etuc.org/en/document/etuc-code-conduct-meetings-events-and-courses-0>

Global	
<p>Global IndustriALL</p>	<p>IndustriALL adopted a ground-breaking resolution at IndustriALL's 3rd Congress "Calling for an End to Inequalities, Sexism, Misogyny and Gender-Based Violence in IndustriALL among affiliates and in the World of Work".⁵⁹ The resolution makes a strong call to action for unions to address GBVH in their internal structures and actions: "We urge the Congress delegates to resolve that IndustriALL and its affiliates have the responsibility, and shall take the necessary steps, to prevent and address gender-based violence in the world of work and in our trade unions; to ensure that all are clear on what IndustriALL principles and values mean; that there are limits that shall not be crossed; and that there will be Zero Tolerance to any form of sexism and gender-based violence, or any other form of human and women rights violations in our organizations and activities". It is anticipated that this will pave the way for all affiliates to adopt sexual harassment policies. The resolution and subsequent Roadmap confirmed the commitment to ending gender-based violence and harassment and outlined key priorities to include language on gender equality and gender-based violence and harassment in GFAs, training on collective bargaining, and human rights due diligence. This commitment builds on IndustriALL anti-sexual harassment policy in its activities, which includes a process for addressing complaints of sexual harassment that take place in IndustriALL's conferences and meetings, adopted by IndustriALL's Executive Committee, December 2018.</p> <p>The IndustriALL Pledge calls on affiliated unions to take a pledge "Not in our Workplace, not in our Union" to combat violence against women and take active steps to implement its commitment to ending gender-based violence and harassment. Affiliates are encouraged to print the pledge and display it in the workplace or union office, and to read it out at the start of meetings. It has been an important catalyst for unions to include violence and harassment as a priority issue both internally in their union structures and externally in their campaigns and negotiations on violence and harassment.</p>

1.5 Occupational safety and health

Africa/MENA	
<p>South Africa Inter-sectoral</p>	<p>In South Africa, C190 has opened up new opportunities for social dialogue and negotiation between unions and employers as both a gender equality issue and an occupational safety and health risk. Unions have opened up spaces for members to discuss the problem for the first time and to bring the issue into bargaining agendas, including issues such as safety in travelling to and from work. A key objective for COSATU is to ensure that all workers are covered by collective agreements (LRS 2021).⁶⁰ Strategies on collective bargaining have prioritized four main issues: involvement of occupational safety and health committees in workplace safety planning; paid leave for survivors of GBV; access to women's advocates and other designated support persons within the workplace; and policies and procedures on sexual harassment. Unions have given priority to training members on collective bargaining for gender equality. Union negotiators ensure that bargaining agendas address key equality issues and the intersection between work and family life, including that employers take into account workers' care responsibilities.</p> <p>COSATU's (2021)⁶¹ demands emphasized that historical class, racial and gender inequalities had been further deepened by the COVID-19 pandemic for the majority of women and black workers. Black women workers are disproportionately affected by COVID because they work in front-line jobs; they face exploitation and oppression as workers and black people; and they also experience violence, harassment and oppression as women. During COVID the risks faced by workers grew, adding to threats of violence when they have to travel late at night because of late working hours, and reinforcing a culture of jobs being offered or retained in exchange for sex. As well as campaigning for the ratification of C190, COSATU's demands include ensuring that all workplaces have policies on GBV and sexual harassment; paid transport for workers on flexible hours; more shelters for women and children to escape domestic violence; and training for police officers, social workers and magistrates to provide victim-centred services.</p>

59 https://admin.industriall-union.org/sites/default/files/uploads/images/2021/CONGRESS2021/Resolutions/resolution_on_sexism_and_gender_based_violence_english.pdf and <https://www.industriall-union.org/achieving-sustainable-change>

60 <https://www.lrs.org.za/2021/11/23/addressing-gender-based-violence-in-the-workplace/>

61 http://www.ituc-africa.org/IMG/pdf/calling_all_workers_to_the_frontline_against_corruption_retrenchments_gender-based_violence_and_attacks_on_collective_bargaining_002_.pdf

IUF Africa Hospitality, agriculture	As part of the IUF's Women's Project in Africa, national coordination committees have been established in several African countries to prevent and address violence and harassment. Emphasis is given to preventing violence and harassment as an OSH issue for women, with activities aimed at developing gender-responsive OSH policies and risk assessments. GBVH is one of the main issues addressed in the IUF's Action Programme for Equality 2017-2022: "The precarious employment status of so many women workers has also increased the incidence of bullying, sexual harassment and violence against women, particularly in the agricultural, hotel, restaurant, and food processing sectors and for domestic and home-based workers. Women are forced to give sexual favours as a condition of continued employment. An action plan against bullying and sexual harassment should be negotiated and implemented in all workplaces and displayed on notice boards. There should also be scope for systems to allow domestic workers to lodge complaints concerning bullying and sexual harassment".
Asia-Pacific	
Indonesia Garments	In response to the impact of the COVID health and economic crisis on the garment sector, a Joint Commitment was agreed between union federations and employers' associations in the garment and footwear sectors on "Collaboration to Protect Safety and Health, Business Sustainability and Welfare of Workers/Labour in the Export-Oriented Garment/ Footwear Sectors in Indonesia". ⁶² This provides for social dialogue and a collaborative approach in finding solutions through policies, strategies, and practices to deal with the pandemic, and a joint action plan that addresses workers' safety, health and wellbeing, and measures to promote economic sustainability through joint measures.
Americas	
Argentina Health	Unions in the Chaco Province health sector in Argentina have used an adapted version of the Copenhagen Psychosocial Questionnaire II, known as COPSOQ-ARG, to evaluate psychosocial risk factors among health workers. The research found that the major risk factor was interpersonal relations and leadership failures (FESPROSA et al. 2019). ⁶³ A further study carried out on an all-male workforce at the request of the SACME energy distribution company in Buenos Aires found a similar incidence of risk in interpersonal relationships and leadership (GESAL-UNDAV 2019).
Canada Steel	Following a USW Conference resolution that called for a "new look: for health and safety", the union widened its scope and introduced training for and drew up an Action Guide "Raising the bar on women's health and safety" to ensure the integration of GBVH into OSH. It provides practical guidance for health and safety reps about implementing a gender-responsive approach and how to address risks of harassment, sexual harassment and domestic violence. ⁶⁴
Public & private	The Canadian Union of Public Employees (CUPE) has produced guidance on addressing violence and harassment through a workplace violence prevention policy focused on health and safety, and to support unions in negotiations regarding new regulations on OSH. ⁶⁵
Chile Public sector	A guide on the detection and prevention of work harassment ⁶⁶ was drawn up with the support of PSI Coordination Committee in Chile in 2020. It aims to support members of the Bipartite Occupational Safety and Committees, trade union leaders, human resource departments and occupational safety and health departments. It covers definitions of workplace harassment, including preventive policies, sources of workplace harassment, including work overload, evaluation and monitoring of risks, reporting mechanisms, and organizational learning. It also includes a section on what a worker can do in the face of workplace harassment.

62 The agreement was signed by the Textile, Clothing and Leather Federation of the Confederation of All Indonesian Trade Union (FSP TSK KSPSI), The Textile, Clothing and Leather Federation of the All Indonesian Trade Union (FSP TSK SPSI), Garment and Textile Trade Union Federation (FSB GARTEKS), the Indonesian Employers' Association (APINDO), the Indonesian Textile Association (API) and the Indonesian Footwear Association (APRISINDO), https://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/---ilo-jakarta/documents/genericdocument/wcms_753432.pdf

63 <https://idepsalud.org/wp-content/uploads/2018/11/Factores-de-riesgo-psicosociales-en-trabajadores-de-la-salud-en-Chaco-Argentina-2.pdf>

64 <https://www.usw.ca/act/campaigns/raise-the-bar>; <https://www.usw.ca/act/campaigns/raise-the-bar/resources/usw-action-guide-for-raising-the-bar-on-womens-health-and-safety>; <https://www.usw.ca/act/activism/human-rights/resources/document/Anti-harassment-guide-2018-EN.pdf>

65 <https://cupe.ca/developing-workplace-violence-prevention-policy>.

66 <https://www.ispch.cl/wp-content/uploads/2021/02/Guia-para-la-Detecci%C3%B3n-y-Prevenci%C3%B3n-del-Acoso-Laboral-v1.pdf>

Europe	
Italy Inter-sectoral	<p>The tripartite national advisory committee on prevention and occupational safety and health recently explored how violence and harassment can be included in future legal frameworks on OSH. Although the committee's work was halted during the pandemic, from the perspective of unions, the next step will be to include an employer obligation to include violence and harassment in risk assessments. In the public sector, progress has been made in strengthening the role of the Joint Consultative Committees (<i>Comitati Unici di Garanzia</i>) (under Directive No. 2 of 26/06/2019 and the Protocol of 18/11/2020),⁶⁷ in addressing all forms of moral or psychological violence and discrimination. In public administration, employers are obliged to implement all appropriate initiatives for the prevention of violence or harassment in the workplace. This is being implemented through joint actions, agreements, case management, victim support and information and awareness-raising. One of the outcomes of this new approach in Italy is strengthened coordination of activities between the women's and safety and health departments of CISL, including training programmes run by the national OSH Department of CISL for workers' safety representatives and trade union representatives across Italy. Training handbooks produced by CISL address psychosocial risks, and violence and harassment. At the national level, the CISL national OSH department assisted the territorial structures to draw up internal protocols to combat harassment and violence at work.</p>
Netherlands Health	<p>The Netherlands hospital sector has a Safe Healthcare social dialogue initiative, under the Government's Safe Public programme on violence and aggression against workers. Within this framework a collective agreement was signed in the hospital sector with the FNV trade union, leading to the introduction of standards on training, registers to document reports of third-party violence and harassment, and having strengthened responses to victims and perpetrators and aftercare.</p> <p>The issue is also addressed in the country's labour inspection system, where 11 measures are included in guidelines to address the risks of aggression. Safe Healthcare has implemented actions to reduce TPVH, working closely with the police and public prosecution service. The programme has provided support and training to hospitals and in 2020 regional consultations began to establish agreements with police departments. The consultations were expected to be completed in all ten police regions by 2022. Activities include the organization of workshops, guidelines via the website and sharing good practices in areas such as dealing with medical confidentiality.⁶⁸</p>
European Education	<p>The EU-OSHA online risk assessment tool (OiRA) assists the social partners in meeting the legal obligations of companies on risk assessment as set out in the EU OSH Framework Directive. It covers violence and harassment and TPV. The tool was adapted from the Dutch RIA framework. The most recent OiRA tool is on risks of COVID-19. It was drawn up at short notice, without the involvement of social partners, and includes risks related to teleworking, commuting, reopening after closure, and meetings or events.</p> <p>OiRA risk assessment tools have been developed with European social partner organizations to address occupational safety and health risks at the sectoral level. They include OiRA tools in the early childhood education and secondary school sectors (ETUC and EFEE 2018). The OiRA tools in education are part of the European social dialogue in the education sector.</p>

67 https://portalecug.gov.it/sites/default/files/attachments/2020-11/Protocollo%20di%20intesa%20Min.%20Dadone%20_Min%20Bonetti_CUG-signed.pdf

68 <https://www.staz.nl/veiligezorg/>

Global	
ITF Transport	<p>The ITF sanitation charter⁶⁹ agreed in November 2019 addresses access to appropriate, safe, secure and clean sanitation facilities for transport workers. It addresses the issue as a health and safety concern, and a gender equality issue given women's specific biological needs and their disproportionate risk of violence and harassment.</p> <p>An important part of the charter seeks to prevent hazards such as exposure to harassment and violence: "Exposure to violence or the threat of violence (including gender-based violence such as rape, sexual harassment and offensive graffiti) is a daily reality for transport workers and adds to their fear, vulnerability and stress, particularly women transport workers. This is often the result of poorly sited toilets in unsafe places, lack of separate toilets for women or no toilets at all provided for women" (ITF 2019:7).</p> <p>The charter calls for the ratification of C190, for the issue to be addressed in collective bargaining through the implementation of standards on occupational safety and health; and for consultations to be held with workers, union health and safety and equality representatives in order to give better recognition to risks faced by women, and to implement trade union equality initiatives such as the ITF Women's Advocacy Programme. Additional guidance on safe access to sanitation facilities during COVID-19 was issued in 2020.⁷⁰</p>
IUF Hotels, agriculture	<p>Under the IUF Women's Project in Africa, national coordination committees have been established in several African countries to prevent and address violence and harassment. Emphasis is given to preventing violence and harassment as an OSH issue for women, with activities aimed at developing gender-responsive OSH policies and risk assessments. This has led to OSH risks being identified in relation to both domestic violence and precarious work carried out by women.</p>
Tripartite Garments	<p>Violence and harassment and the framework of C190 and R206 are part of the ILO Code of Practice on health and safety in the garment and textile sector, agreed by the tripartite partners in 2021 (ILO 2021), breaking new ground.</p>
Tripartite Construction	<p>The Tripartite ILO Meeting of Experts on the revision of the 1992 Code of Practice on Safety and Health in the Construction Industry, held in February 2022 (ILO 2022), calls for provisions on occupational safety and health for construction workers, including protection against gender-based violence, stressing the relevance of C190 and R206. It contains detailed provisions related to employers' obligations, and joint approaches to preventing and addressing violence and harassment in construction in line with the provisions of C190 and R206.</p>
Global unions and brands Garments	<p>The new and expanded International Accord for Health and Safety in the Garment and Textile Industry in Bangladesh includes the prevention of violence and harassment, and sexual harassment. It was signed by representatives of international garment retailers and the global trade unions (IndustriALL and UNI), on 25 August 2021.⁷¹</p> <p>The accord includes provisions on OSH related to sexual harassment, with an independent workers' complaint process to report sexual harassment, along with other OSH violations. Signatory companies will require their suppliers to comply with the outcomes of the worker complaint process. In addition, each signatory company shall require that its suppliers participate fully in the inspection, remediation, health and safety and training activities of the RMG Sustainability Council. The accord is currently operating in Bangladesh and will extend to other countries in the future. By early 2022, it had been signed by 164 companies.</p>

1.6 Third-party violence and harassment

Africa/MENA	
Africa Education	<p>With the support of Education International, trade unions in seven African countries have addressed school-related GBV (SRGBV),⁷² which creates unsafe and discriminatory workplaces for teachers, education support personnel and students, recognizing that they can be both victims and perpetrators of SRGBV. In addition, unions have introduced a range of actions in their internal decision-making structures, through the adoption of formal resolutions on SRGBV, and internal policies or codes of conduct, such as sexual harassment policies, to make unions free of GBV.</p>

⁶⁹ <https://www.itfglobal.org/en/reports-publications/itf-sanitation>

⁷⁰ <https://www.itfglobal.org/en/news/covid-19-and-access-sanitation-facilities-transport-workers>

⁷¹ <https://internationalaccord.org>

⁷² <https://www.ei-ie.org/en/item/25097:strategies-to-end-school-related-gender-based-violence>

Asia-Pacific	
Australia Commerce	<p>The SDA has run a successful “No One Deserves A Serve” national public-awareness campaign to end violence and harassment from customers in the retail, fast food and warehousing industries. The SDA ten-point safety plans have been implemented across the country and across industries with a clear message of zero-tolerance for abusive behaviour. A key objective is to persuading employers to take a zero-tolerance approach to abusive and violent behaviour and provide ways to report it.</p> <p>The union has hosted two national roundtables bringing industry groups and employers together to work towards industry wide solutions, and unions have stressed the importance of jointly negotiated workplace policies and training with employers to reduce violence and harassment. One of the achievements is to agree industry training on customer abuse and violence as part of certified training, along with training for workers and managers on how to defuse a potentially violent and abusive situation that is escalating.</p>
Health	<p>The Australian New South Wales Nurses and Midwives’ Association raised awareness among the public: “Please do not treat nurses, midwives and other health workers like they are infectious. These trained professionals should be respected and must not be abused, spat on or assaulted as they move through our communities, to and from their workplaces”.⁷³ In the aged care sector in Australia, unions increased their advocacy around the effects of casualization and privatization of staff, and the fact that staff are routinely hired through private labour hire companies, which added risks of the spread of COVID where staff were deployed in more than one facility, and risks of violence and harassment for casualized staff (PSI 2020).⁷⁴</p>
India Health	<p>In India, community health workers’ experiences of GBVH were documented in research by PSI (2021), and since then unions have been exploring how C190 and R206 can be used in their bargaining for CBAs and workplace policies to end violence and harassment in line with C190.⁷⁵</p> <p>Community health workers (CHWs) – referred to as Accredited Social Health Activists or ASHAs in India, Lady Health Workers in Pakistan and Female Community Health Volunteers in Nepal – are predominantly women, with limited or no employment protections, and with the exception of Pakistan, are denied the right to receive a minimum wage. During the pandemic they have faced high risk of infection, often enduring long working hours, fatigue, burnout, discrimination, physical and psychological harassment, and sexual harassment, including in public places/transport. Some of them were not even paid during the pandemic.⁷⁶</p> <p>Unions representing CHWs have campaigned for recognition as public health workers, with the campaign slogan “Community Health Work is Work” to call for their work to be recognized as formal work. Their joint demands include a core demand for dignity at work on the basis that “When governments treat CHWs as simply volunteers, and not critical public health workers, they are exposed to higher levels of risk, harassment and marginalization”.</p> <p>The demands on dignity at work include a work environment free from harassment and violence; a dedicated helpline for health workers with information and support; a grievance redressal mechanism to ensure timely action and resolution of grievances; a strong media campaign to raise awareness the role CHWs play in the response to COVID-19 and to counter the stigma attached to this work during the pandemic; and proper menstrual health management for female frontline healthcare providers, as well as free menstrual hygiene products. (PSI 2021)</p>
Philippines Health	<p>The Alliance of Filipino Workers (AFW) built advocacy campaigns to address violence and harassment that nurses face. Dating back to 2017, the AFW formed the Registered Nurses Task Force with an organizing strategy around the ending of violence in the workplace. Consultation with health workers through “listening tours” helped raise awareness about the problem and also proved an effective recruitment strategy. COVID increased the attention given to both the rights of healthcare workers and increasing levels of violence and harassment. AFW along with other health unions in the Philippines made a joint statement⁷⁷ calling for the introduction of crisis measures, along with improved safety, security and protection measures for staff, adequate staffing levels and the establishment of a “COVID-19 Health Workers Registry” to collect on the COVID-19 crisis and the protection of workers.</p>

73 <https://www.nswnma.asn.au/nurses-and-midwives-plea-to-local-communities/>

74 https://pop-umbrella.s3.amazonaws.com/uploads/18ad4bcb-c002-4f85-b93c-4dbe751bae11_EN_SOOC_2021_Page.pdf

75 <https://publicservices.international/campaigns/community-health-work-is-work?id=11393&lang=en>

76 https://pop-umbrella.s3.amazonaws.com/uploads/5bebafc9-603d-4281-b472-8adeac6761f7_PSI_Storybook_Final_Hi-res.pdf

77 PSI. 2021. The Social Organisation of Care: A Global Snapshot of the Main Challenges and Potential Alternatives for a Feminist Trade Union Agenda.

https://pop-umbrella.s3.amazonaws.com/uploads/df91e78e-e0ee-4933-8c27-6cdc3575f24f_PSI-Ph-Health-Sector-Affiliates-Joint-Statement-on-Frontliners-Call-for-Time-out-August-3-2020.pdf?key=

Japan Commerce	UA Zensen affiliated unions in the commerce and service industries have been raising awareness about third-party violence and harassment in the light of a surge of cases during the COVID-19 pandemic. Unions are currently negotiating agreements with employers to address the problem and advocating for a new law to address the issue, and a draft bill has been submitted to parliament.
Americas	
United States Hospitality/Hotels	In the hospitality sector, the union UNITE HERE, negotiated a range of measures during the COVID pandemic, when large numbers of workers were laid off temporarily or lost their jobs. ⁷⁸ When workers returned to work the union commenced negotiation on safety and sanitation measures to reduce workers' exposure to COVID-19, and measures to reduce hospitality workers vulnerability to harassment and assault from guests, for example, because of the isolated nature of some hotel jobs, power imbalances between customers and workers, and the reliance of some workers on tips from customers for their pay. Specific guidance was issued by the union ⁷⁹ representatives on to support members, including how to spot the signs of domestic violence, how to get help safely, how to draw up a safety plan, support in finding safe housing and reaching out to a domestic violence shelter, and additional resources and information. The union had for many years been actively involved in the fight against harassment and sexual harassment of workers, including safety measures for both union and non-union hotel workers in Seattle, the "Hands Off Pants On" ordinance in Chicago, and panic buttons in CBAs for hotel workers across the US, the first of which was agreed by the UNITE HERE affiliate Hotel Trades Council in New York City and Washington, DC.
Health	Health care unions in the USA have called for a campaign to prevent racism, aggression and violence directed towards migrant health and social care workers. The National Nurses United has called for improved data collection, to identify and address racial disparities during the COVID pandemic, and for a better understanding of the intersection between race and gender. Unions have advocated for better health and safety protections and protocols in the workplace, for example, training and guidelines for workers on de-escalation of violence and harassment, tightening security around healthcare facilities, and better systems for reporting and addressing the problem. However, many unions report that violence and harassment is often seen as being part of the job as violence against front-line health and social care workers become more common during the pandemic (WHO 2021, Dyer 2021).
Europe	
Austria Retail	The GPA union has produced information resources, practical guidance for works councils and union representatives on giving support to a victim of sexual harassment and obligations on employers regarding third-party violence and harassment, on the basis that "Retail workers deserve respect". ⁸⁰ As well as there being a greater readiness by customers to use violence, other triggers for violence include increasing workloads and work pressures, poor management styles and insufficient staff, a situation that has worsened since the COVID pandemic. The union has addressed the need for early intervention, making contact with the local police, training in how to handle an emergency and dealing with aggressive customers, improving safety through the spatial design of shops and cooperation with victim support organizations to provide support for victims. For example, the retail chain <i>dm drogeriemarkt GmbH</i> has provided training how to act in an emergency and to provide staff with support after a violent incident.
Belgium Food retail	The Belgian Joint Committee in the Food Retail Trade agreed a Memorandum of Understanding for 2021-2023 with the employers and the ACV PULS trade union. It covers provisions related to security and aggression in shops from customers, as part of a raft of COVID-related measures, including a joint awareness-raising campaign directed at customers. Agreements have also been signed on TPVH along with other forms of violence and harassment covering the retail sector (AVC PULS, 2021-2023).

78 <https://unitehere.org/campaign/covid-19-resources/>

79 See for example: https://www.uniteherelocal17.org/wp-content/uploads/5_6_20_FINAL-English-Mental-Wellness-Part-2-Domestic-Violence.pdf

80 GPA-djp Press Conference, 25 July 2019. Beschimpfung – Bedrohung – Belästigung. Angestellte im Handel verdienen mehr Respekt.

<p>Bulgaria Health</p>	<p>For many years healthcare unions have worked systematically to address psychosocial risks and violence and harassment at work, with agreements dating back to 2013. The most recent agreement, signed in 2022 contains a new clause on violence and psychosocial risks, which is very important in the significantly worsened conditions during the pandemic. In addition, the Bulgarian Federation of Health Services agreed some benefits for workers in a recent collective agreement, enabling workers for holidays and treatment in a sanatorium after illness. Prior to the pandemic the healthcare unions advocated for more awareness-raising and training, and greater obligations on employers to prevent violence and harassment and implementation of effective procedures to address the problem through Codes of Conduct. Although some progress was made in including the issue in collective bargaining,⁸¹ since the pandemic unions have reported much higher levels of violence and harassment, and greater urgency of the need to ratify C190 in order that the root causes of violence and harassment can be more systematically addressed by the government and employers.</p>
<p>Cyprus Health</p>	<p>In response to the increase in violence against nurses and other healthcare professionals in Cyprus, the Cyprus Nurses and Midwives Association, with the support of nursing unions, initiated a discussion with the Ministry of Health and the Head of Police in the country demanding that nurses and other healthcare professionals in major public hospitals have protection from security guards or police officers.</p>
<p>Finland Commerce</p>	<p>On 14 February 2020, the Finnish Commerce Federation and Service Union United PAM agreed in their CBA for the commerce sector a new clause on occupational safety and health (2.12). It covers harassment and sexual harassment, and guidelines were drawn up for dealing with harassment from customers. The Occupational Safety Act had already specified employers' responsibilities to assess and prevent risks, including from harassment. Bringing this into the CBA also helped raise awareness about the problem. The guidelines⁸² provide practical tools on how to handle the problem of TPVH at the workplace, including groundbreaking issues agreed with the employers such as giving workers the right to stop serving customers that are harassing staff, and how to encourage early reporting and resolution of complaints of harassment from customers. COVID overshadowed the development and publication of the guidelines, and the union has since referred to COVID related aggression through media articles, a TV interview and through social media. In any case, the guidelines have proven a useful tool in the light of increased levels of aggression during the COVID pandemic.</p>
<p>France Postal</p>	<p>In the <i>La Poste</i> agreement on professional equality between women and men (2019-2022) includes provisions on violence from customers. Communications on sexism, violence and harassment will include the violence that postal workers may experience from customers during their working hours or on the way home. <i>La Poste</i> will give support and protection to employees experiencing violence and harassment from customers. <i>La Poste</i> will support them in their efforts by providing them with practical support, by paying the costs of the lawyer and legal costs. In the event of an assault or threat of violence, if the postal worker does not wish to file a complaint for fear of reprisals or if the complaint is refused, <i>La Poste</i> will refer the matter to the Public Prosecutor. When a situation of violence from customers arises, the manager is responsible for implementing measures to protect the person without delay, which can include change of job, in agreement with the person concerned, so that he or she is no longer be in contact with the client concerned.</p>
<p>Italy Municipal social services</p>	<p>Staff working in municipal social services often have to deal with vulnerable clients. In response some municipalities have signed CBAs to prevent risks of TPVH. For example, unions in Italy responded to growing levels of TPVH, and low reporting levels, with demands on employers to address the worrying trend of lack of security and protection for staff during the pandemic. The first agreement of its kind was signed in the municipality of Genoa, a model that is being replicated across Italy. The CBAs cover assessment of risks, prevention initiatives with national agencies and local crime enforcement authorities, and implementation of measure to prevent and address an act of aggression. Practical safety measures include ensuring that staff do not work alone and in isolation; practical tools ensure a worker can escape from a situation where there is aggression; and changes in the design of work areas and workstations that are more open-plan in order to avoid potential aggression. New legislation, introduced in 2020 provides protections for workers in local municipalities and associations in social services. Under the law, an aggressor can face up to 16 years of prison. For the first time workers in this sector were given a safety net.</p> <p>A Memorandum of Understanding on combating TPVH, including GBV was issued on 18 November 2020, on the basis of Law 113/2020 on Provisions on safety for health and sociomedical professions in the exercise of their functions.</p>

81 Clauses on psychosocial risks and violence and stress at the workplace has been included in the health sectoral collective agreement since 2013, including third party violence and harassment.

82 Guidelines: <https://www.pam.fi/media/1.-materiaalipankki-tiedostot-nakyvat-julkisessa-materiaalipankissa/tyosuojeluvuote-tun-materiaalit/kaupan-harintaohje-eng.pdf>

<p>Spain Gaming sector</p>	<p>In 2019, a ground-breaking agreement in the gaming sector was signed. CCOO-Illes Balears and the Casino de Palma initiated action following reports, particularly from young women, of repeated and widespread aggression and assault from Casino customers. A joint protocol was drawn up to deal with the problem of widespread aggressive behaviour. It is framed as an occupational risk, spelling out employer's responsibilities to prevent aggression from third parties, as provided for in Spanish law on the prevention of occupational risks. Through consultations with workers, a detailed picture was drawn of casino workers day-to-day work, with a process of mapping risks with reference to work tasks, gaming tables, the casino floor plan, work shifts and organizational charts.</p> <p>The protocol defines different ways that TPVH occurs in the workplace and sets out the responsibility of the company in preventing this type of violence through risk assessment and measures to eliminate or reduce exposure to the risks, taking account of the specificities of each case. It also provides for the company to provide information and training to workers who are exposed to TPV according to the risk assessment, informing and training workers in customer service techniques and making it clear that the company will be able to provide information and training to workers in those positions with exposure to violence. It specifies how a worker should act, and who should intervene when a situation arises which may or may not lead to aggression.</p> <p>The protocol also provides two models for recording what has happened and the company's actions: the record of the incident and the record of the company's actions. The company will also guarantee legal, medical and psychological assistance in the event of physical or verbal aggression, and longer term support for the victim's recovery and reintegration into work. For the union, it was extremely valuable that the protocol was drawn up with the participation of the CCOO prevention officer and there has been a visible change in the company's attitude towards its customers and workers who are affected by the issue.</p>
<p>Sweden Hotels</p>	<p>The Swedish hotel and restaurant union, <i>Hotell-och Restaurangfacket</i>, has developed internal guidelines that ensure that the union has a zero tolerance of sexual harassment and sets out a procedure for victims affected by sexual harassment. All union health and safety representatives have received training on the regulations related to violence and harassment under the Discrimination Act and employers' obligations under the Work Environment Act in managing the psychosocial work environment. In negotiations for the new collective agreement in 2020, the union made demands for increased protection against harassment from third-parties. This led to the establishment of three joint working groups on the issue with the employer organization Visita. It is anticipated that tools will be drawn up for adaptation to the workplace.</p>
<p>United Kingdom Hospitality</p>	<p>A joint initiative between employers and unions is addressing aggression and harassment from customers towards catering workers in the events sector, such as large football stadiums and conference/events facilities. Violence and harassment, and especially sexual harassment, has become a key priority for the union, in a sector where many workers are women on low paid and work on precarious, and where impacts of COVID have been significant in terms of job losses and greater insecurity at work. In Scotland Unite the Union has worked with progressive employers in large events venues and hotels to adopt the Fair Hospitality Charter which includes a policy to prevent and address sexual harassment in the hospitality sector.</p> <p>The Charter was recently adopted by several hotels, the Edinburgh Festival Fringe employers and the catering services at the COP26 conference, which led to a statement and Code being adopted at the COP26 venue on zero tolerance to violence and harassment. A protocol was also signed with the UK Jockey Club addressing aggression from customers at the Goodwood Race Tack. Unite believes that the Charter will be an important tool to improve conditions in the sector, which since COVID has faced a staffing crisis and where 46% of respondents to a recent Unite survey stated that they were considering leaving because of stress, excessive hours, low pay, bullying and harassment and lack of career progression.</p>
<p>Health</p>	<p>The RCN in the United Kingdom drew up guidance and participated in government consultations to increase employers' responsibility for tackling third party harassment against nursing staff.⁸³</p>

83 <https://www.rcn.org.uk/magazines/activate/2020/july-2020/standing-up-to-third-party-sexual-harassment-rcn-reps>

130 Violence and harassment in the world of work: Trade union initiatives, strategies and negotiations since the adoption of the Convention on Violence and Harassment (No. 190) and its Recommendation (No. 206), 2019

<p>ETF-CSR, 2021 Rail sector</p>	<p>The Women in Rail Agreement was signed by the European social partners, the Community of European Railway and Infrastructure Companies (CER) and the European Transport Workers' Federation (ETF) 5 November 2021.⁸⁴ The agreement recommended that measures are introduced to improve safety of the working environment, including that employers conduct the health and safety risk assessment from a gender perspective, analyse the results and adopt necessary measures.</p> <p>Specific measures to ensure the safety of onboard and driving staff include: mixed teams in night shifts or in geographical areas considered particularly risky; install reserved parking lots for women and pregnant women working night shifts; map workplaces and verify the risks regarding third party violence; conduct a survey among women on the risks occurred; adopt measures to grant well-lit parking areas, near to the workplace; provide security training for the employees, particularly women; and take actions to raise awareness among employees and also the general public to the topic for safety of railway employees on trains and stations.</p>
<p>UITP – ETF, 2020 Urban transport</p>	<p>The Joint Recommendations of the European Social Partners in the urban public transport sector (UITP and ETF) on Combatting Violence and Insecurity in Urban Public Transport was signed on 29 January 2020. It is aligned with and updates the Joint global agreement on ending violence and harassment in urban transport in the transport sector agreed between ITF and UITP in 2015. The agreement takes into account additional risks of violence and harassment in relation to COVID-19. The agreement references C190 (Para. 2) noting the definitions of violence and harassment and its application to TPVH and the importance of employers' responsibility to protect the safety and health of workers, including the risk of violence and harassment.</p> <p>The agreement recommends that transport employers and unions sign CBAs taking into account ILO Conventions and that reporting procedures for collecting information are simple to use, efficient, acceptable and trusted. The agreement was issued in response to the increase in aggression and threats from third party violence in urban public transport. They note that there has been a worsening climate of non-respect for the public good, including violence, aggression and anti-social behaviour directed at transport workers by passengers or the general public, including acts of sexist or racially targeted aggression, harassment and violence. The social partners note that "This adversely affects their working conditions and at the same time creates and atmosphere of insecurity for customers. This in turn decreases the attractiveness of employment within the sector, preventing new workers from joining in, most particularly women, who are already underrepresented".</p>
<p>European social partners Education, health, transport, local government, central government, telecoms</p>	<p>Multi-sector guidelines to tackle third-party violence and harassment were agreed in 2010 with eight EU-level social partners from five sectors, and a project is currently underway with social partner organizations to review the guidelines and to agree ways to update them to take account of both the COVID-19 and align them with C190 and R206. Initial findings from the project indicate that TPVH is a serious and growing problem. The guidelines state that "work-related third-party violence and harassment" could occur in a variety of contexts including as "cyber-bullying/cyber-harassment through a wide range of information and communication technologies (ICT)". The guidelines are currently being updated in the light of the significant increase in cyberharassment, and taking into account digitalization and the impact of COVID. A two year project (2021-2022), including seven webinars, two conferences and research on TPVH is exploring updating the joint union and employer Multisectoral Guidelines on third party violence and harassment to include stronger provisions on GBVH, domestic violence, psychosocial risks and risk assessment, digitalization and the impact of COVID. It is anticipated that the guidelines will be aligned with C190 and R206.</p>
<p>UNI-Europa Service sectors</p>	<p>A UNI-Europa initiative (2021-2023) has been established with employers in the services sector on eliminating violence and harassment, with a specific focus on third-party violence and harassment, psychosocial risks and domestic violence, including responses to COVID-19. The first webinar held for the project, held on 15 December 2021, addressed the importance of prevention, risk assessment and how the framework of C190 and R206 can be aligned with forthcoming cross-sectoral guidelines.</p>

84 <https://www.etf-europe.org/resource/etf-cer-european-social-partner-agreement-on-women-in-rail/>

ETNO-UNI	<p>European-level employers and unions in the telecoms sector have addressed the consequences of COVID-19. A Joint Statement of UNI-Europa and employers in the ICTS and the Telecom Industry (ETNO and GSMA), "Attacks Against Telecom Employees," was issued as a response to the escalation of misinformation related to 5G and mobile technology across social media platforms, including an increase in harassment linked to false claims that telecom antennas are dangerous for health and that 5G is linked to the spread of coronavirus. The statement makes it clear that every worker has the right to a safe working environment and calls on the EU and governments to protect the safety of telecom workers across Europe.</p> <p>In 2022, UNI-Europa and ETNO began a programme of exchanges in support of the ratification and implementation of C190 and in promoting the right of everyone to a world of work free from violence and harassment, including TPVH. A Joint agreement on prevention of violence and harassment, including GBVH will be issued at the end of 2022.</p>
Global	
Global Hotels	<p>Union members from Marriott hotels in Africa, Asia and the Pacific, Europe and the Americas have instigated global action to protect workers from endemic sexual harassment. The vast majority of hospitality workers, as high as 89% in some countries, have experienced sexual harassment on the job. Through the global action unions have put pressure on the company to participate in negotiations around union core demands for to provide panic buttons for workers. With a focus on the Marriott hotels, unions were able to gain agreement for language in CBAs with Marriott in eight cities. In addition, the visibility of this led to significant numbers of workers joining unions.</p>
UNI Commerce	<p>UNI Commerce Declaration on Violence and Harassment was issued in 2021 in 12 languages.⁸⁵ A global webinar attended by 100 union representatives from 30 countries was held by UNI-Commerce on 19 November 2021 in response to "explosion of third-party violence and harassment by customers towards workers across the retail sector, from supermarkets to fashion stores".⁸⁶ Many unions spoke of the need to change the culture that the "customer is always right", which during the pandemic, for example, meant that retail workers received abuse and harassment when they requested customers wear masks. It also was an opportunity to showcase some proactive initiatives to address the problem.</p>

1.7 Digitalization, including cyber harassment, platform and gig workers

Americas	
Canada Public and private	<p>CUPE's Guidance on online harassment was draw up in response to the blurring of communications between work and home during the pandemic. It gives guidance on what to do and how to respond if online harassment occurs, including advice about documenting instances of online abuse.</p>
Platform/food delivery	<p>In 2020 Foodora delivery riders in Canada won a landmark right for all precarious workers to gain rights and unionize, and with their bargaining agent, the Canadian Union of Postal Workers, called for compensation for dangerous work, paid sick leave and a respectful workplace free from harassment and intimidation. They also built a global network with food delivery drivers internationally who work for Foodora and other platforms.</p>
Peru Media	<p>The National Association of Journalists of Peru (ANP) has addressed cyber harassment of women journalists through meetings on the topic and training on digital security for women journalists. ANP formed alliances with civil society digital rights experts in Peru to help ANP manage online attacks and to find legal solutions to stop cyber harassment. ANP gives legal support to female journalists who have faced cyber harassment, although this has proved difficult as the union is not able to remove the social network accounts from which insults, threats and hate speech against women journalists originate.</p>
Asia-Pacific	
Australia Media	<p>The MEAA Media, Entertainment & Arts Alliance has called for an industry-wide approach by media organizations to combat the prevalence of online harassment and abuse of women media workers. Recommendations are made in "Don't Read the Comments: Enhancing Online Safety for Women Working in the Media" launched on 21 October 2019. The union has also encouraged its members to sign a petition that will be presented to key decision-makers at major media employers.</p>

85 <https://uniglobalunion.org/news/unions-demand-action-end-customer-violence-stores>

86 <https://www.uniglobalunion.org/news/unions-demand-action-end-customer-violence-stores>

Europe	
Denmark Domestic workers, platform workers	<p>The Danish trade union 3F concluded a CBA⁸⁷ in 2018 (in force) covering the private services, and the hotel and restaurant sectors to regulate the terms and conditions of work of domestic workers whose activities are channelled through the labour platform <i>Hilfr.dk</i>. It was the first agreement of its kind covering platform workers, and has attracted a lot of international attention. Under the agreement workers can choose between the status as self-employed (Freelance Hilfr) or employee (Super Hilfr). The agreement includes a provision for data protection, which may serve as a blueprint for future collective bargaining concerning data protection as well as unacceptable behaviours. Firstly, the consent of the workers is needed to post their data on the platform, and this consent should be specific and informed.</p> <p>Moreover, workers “may, at any time, request that derogatory, false and offensive comments, pictures or characters be removed from [their] profile and other places on the platform that can be associated and clearly attributed to [them]”. This kind of request “cannot adversely affect” the workers’ “conditions of employment”. This protection is crucial in ensuring that workers are not penalized by negative or biased comments or feedbacks made by customers or other parties, something that can be extremely detrimental, particularly when algorithms are applied to decide whether other jobs will be offered.</p>
Spain Platform workers	<p>The CBA between Just Eat Spain and Spanish unions CCOO and UGT⁸⁸ was signed following the adoption of Spain’s new Riders’ Law which classifies food delivery couriers as employees, and was implemented in January 2022. Among other protections, delivery workers will also have the right to disconnect and to privacy from digital surveillance.</p>
Netherlands Platform workers	<p>In the Netherlands, following a case brought to the court by the Dutch union confederation, FNV, Deliveroo riders are now covered under FNV’s collective agreement for the transport of goods, enabling riders to benefit from a fixed hourly wage, holiday and sick pay, and payment during waiting time, as well as other benefits.</p>
European Central Government	<p>In the government sector in Europe, a binding sectoral social dialogue Framework Agreement on Digitalization was agreed between TUNED and EUPAE in the Social Dialogue Committee for Central Government Administrations in 2022. It recognises both cyber harassment and domestic violence as risks associated with digitalization in the world of work. It reiterated that violence and harassment can be verbal, physical, online, or gender-based, and that other forms of harassment including bullying and sexual harassment, whether by management, employees or third parties is subject to specific policies. In view of increased telework, the agreement concludes that the administration must take the prevention and consequences of domestic violence into account. The agreement gives a strong emphasis to prevention, risk assessment and psychosocial risks such as inadequate staffing levels to provide safe services.⁸⁹</p>
Inter-sectoral	<p>A European social partner framework agreement on Digitalization (ETUC, Business Europe, SME United and CEEP, 2020)⁹⁰ has a key pillar on respect, human dignity and surveillance. It supports the successful integration of digital technologies at the workplace and sets out a framework for employers and unions to introduce digital transformation strategies in partnership in a human oriented approach at national, sectoral, company and workplace levels. It includes the modalities of connecting and disconnecting and respect of working time rules and appropriate measures to ensure compliance. It also includes relations with clients and other third parties and takes into account the “quality of the relations (collaboration, integration, contact moments and possibilities, communication, work atmosphere), the management style, the occurrence of violence or harassment, conflict management, support procedures and mechanisms”. A big priority is to address cyber-harassment in the forthcoming ETUC work programme (2022-2024).</p>

87 <http://ow.ly/d/83Wv>

88 <https://www.ccoo-servicios.es/html/53652.html>

89 www.epsu.org/sites/default/files/article/files/SDC%20CGA%20Agreement%20on%20digitalization%20-%20EN%20-%20Signed.pdf

90 https://www.etuc.org/system/files/document/file2020-06/Final%2022%2006%2020_Agreement%20on%20Digitalization%202020.pdf

Education	Under the sectoral social dialogue project on digitalization in education, adopted on 15 December 2021, a joint statement was issued by ETUCE and EFEE on third-party violence and harassment and digitalization. ⁹¹ Paragraph 7 sets out the aim to: “Support education institutions, school leaders, teachers and other education personnel in addressing the health and safety issues stemming from digital education (e.g. work-related stress, screen fatigue, cyber harassment, social exclusion, data privacy, increasing workload, internet addiction, and right to disconnect)” which commits to “support education institutions, school leaders, teachers and other education personnel in addressing the health and safety issues stemming from digital education...and enhance social partner cooperation to embed the digitalization dimension in the assessment tools (e.g. OiRA), while promoting a continuous monitoring of their efficacy”. It highlights the importance of risk assessment tools that take account of rapidly changing digital technologies. In addition, the right to disconnect for teachers is increasingly important in the light of 24-hour contact between students and teachers.
Metal, engineering, technology	A Joint Position ⁹² on “The impact of digitalization on the world of work in the MET Industries” (metal, engineering, and technology) was signed by the European social partners (CEEMET and IndustriALL) on 9 November 2020). It highlights the importance of the social partners in addressing new risks and opportunities resulting from by digitalization, such as the flexible working time, human-robot interaction, algorithmic management, OSH protection and risks related to data protection. The Joint Position notes that “While digital technology, increasingly combined with AI, improves company efficiency and secures the working environment, it also increases the possibility of surveillance and personal monitoring beyond what is necessary, thus raising the risk of compromising human dignity”. It recommends systems for protecting employees data and risk assessment, which is important in protecting workers from risks associated with digitalization.
Global	
Global Managerial/ professional	A “Code of practice Online rights@work” drawn up by the UNI Professional and Managerial Sector sets out the parameters for the use of work-related communication facilities. Communication must be lawful and not include defamatory or libelous statements; enterprise communication facilities shall not be used as a means of sexually harassing, or spreading offensive comments meant to discriminate; the employer can require a disclaimer when employees are communicating internally and externally to the effect that the views expressed are those of the author alone and not those of the enterprise” (UNI Global Union, 2000). ⁹³
Transport	ITF’s gig economy employer principles ⁹⁴ include ensuring that workers have adequate and appropriate provision of personal protection equipment and sanitation facilities, and specific protections against violence and harassment in the workplace. In addition, ITF’s Urban Transport Committee has highlighted the poor conditions facing informal and gig-economy transport workers, and the risk of harassment and violence from passengers, other workers and the police. A good practice is the Amalgamated Transport and General Workers’ Union, Uganda, which has organized informal transport workers in the minibuses and boda boda (mototaxi) industries. ITF has been addressing the problem through the training of drivers to address violence against women and the promotion of women’s employment in transport.

1.8 Teleworking, remote working and hybrid working

Americas	
Brazil Banking	The CBA regulates telework in the banking sector (2020) and addresses health promotion and prevention of occupational risks during teleworking, including physical and digital risks. The agreement recommends keeping in touch with colleagues and managers to address risks linked to isolation.

91 https://www.epsu.org/sites/default/files/article/files/Report%20-%20TPVH%20Webinar%204%20-%20Digitalization%20and%20TPV%20and%20harassment%20at%20work%2C%20challenges%20and%20risks%20-%202016%20December%202021_0.pdf

92 https://www.ceemet.org/site/assets/files/2834/jall_-_ceemet_digitalization_statement_09_11_2020_eng.pdf

93 UNI Global Union. 2000. Online rights at work: A UNI P&M code of practice.

94 <https://www.itfglobal.org/en/focus/future-work/gig-economy-principles>

<p>Canada Government</p>	<p>In Canada, the PSAC’s bargaining survey in the federal public service found that three out of four employees were working remotely since the pandemic; and that a further 90% of respondents want to continue working remotely after the pandemic.⁹⁵ A key bargaining priority in 2020 has been to establish better work-life balance for workers opting for remote work, the right to disconnect, and the right of employees to work in an environment free from violence, harassment, sexual harassment and abuse of authority and to include these provisions in CBAs.⁹⁶ Priority is also given to ensure that violence, harassment, sexual harassment and abuse of authority will both be prevented and will not be tolerated in the workplace.</p>
<p>Europe</p>	
<p>Belgium Inter-sectoral</p>	<p>The Collective Labour Agreement No. 149 concerning recommended or compulsory telework due to the coronavirus crisis (2021) covers risk analysis, including psychosocial and health aspects specific to telework, including the possibility of informal or formal psychosocial intervention (Article 12) and that the employer shall take appropriate measures to maintain teleworkers’ links with colleagues and with the company and to prevent isolation (Article 15).</p> <p>The agreement will also ensure that the employer pays particular attention to vulnerable teleworkers. For the purposes of the agreement, vulnerable teleworkers are defined as workers who, for example because of their personal, family and/or housing situation, are faced with additional pressures when teleworking.</p>
<p>France Energy</p>	<p>The 2020 Framatome Agreement on telework and occasional remote work recalls that all employees, including those working from home or at a distance, benefit from a listening and support system (DEA) based on a local multidisciplinary team, assisted by the skills of a consultant psychologist with expertise in the prevention of psychosocial risks. Within this framework, the relevant contact details will be made available to employees and managers (DEA, members of the CSSCT, nurse, occupational physician, etc.). Employees wishing to take part in the agreement’s measures can of course seek advice from these various players. Awareness campaigns on health and safety in telework and telecommuting, as well as on domestic and fire risks, may be organized locally. In addition, during training courses for telework management, a point will be dedicated to the identification of risks and weak signals by managers.</p>
<p>Energy</p>	<p>Under the framework of Engie’s responses to the COVID-19 pandemic, including measures to address increased risks of violence and harassment, an agreement was signed in France in 2020, to implement regular remote working of one or two days a week, and some entities have signed agreements on the right to disconnect.</p>
<p>Banking</p>	<p>Under the Telework Agreement, 2021, <i>Société Générale</i> will ensure that all employees, including those teleworking, have access to the relevant contacts (freephone numbers and emergency contacts) for employees in vulnerable situations, such as those exposed to risks of intra-family violence or addictions. Adaptations of the telework are also possible.</p>
<p>Italy ICT</p>	<p>The three-year CBA signed for the ICT hub Irideos covering 400 ICT employees was signed on 11 February 2020 by Filcams Cgil, Fisascat Cisl and Uiltucs. It introduces an experimental system of smart working with the aim of promoting work-life balance and increasing company productivity, through a solidarity bank of hours - in partnership with the company - for workers with proven and serious need such as victims of gender-based violence.⁹⁷</p>
<p>Telecoms</p>	<p>The Vodafone Italy CBA on Wellbeing at Work agreed in November 2020 provides for 15 days paid leave for medical appointments, legal proceedings and other activities related to domestic abuse as a result of negotiations with the national and territorial trade unions (SLC CGIL, FISTEL Cisl and UILCOM UIL) and Vodafone Italy. It demonstrates an innovative approach to integrating domestic violence into agreed protocols on remote working. Domestic violence is included as a special case (along with workers with a disability, single parents with dependent children, parents with a child with a disability and new parents) where measures may be implemented to enable employees in these categories to have reduced working hours and additional leave. It also covers security support in reporting to the police and assistance in contacting domestic violence organizations, while help is also given to change the survivor’s company telephone number and email address.</p>

95 <http://psacunion.ca/common-issues-bargaining-time-make-work-life>

96 http://psacunion.ca/sites/psac/files/commonissues_en_combined_02-03-2022.pdf#page=59

97 https://www.bollettinoadapt.it/wp-content/uploads/2020/02/20200211_Irideos_Ipotesi-Contratto-Integrativo-Aziendale.pdf

Spain Inter-sectoral	Guidance on teleworking has been produced by the CCOO Industria confederation, under the campaign <i>#NoTodoTeletrabajoVale</i> (<i>#NotAllTeleworkIsOK</i>). ⁹⁸ The Negotiators' Guide takes into account the new Law on Teleworking ⁹⁹ which puts the responsibility on employers to assess workplace risks and take prevention measures, including addressing psychosocial risks. The guide stresses the importance of companies taking into account the particularities of remote working, especially teleworking, in the design and implementation of measures against sexual harassment, gender-based harassment, discriminatory harassment and harassment at work.
United Kingdom Public and private	UNITE has drawn up a template for a framework agreement on homeworking. ¹⁰⁰ This states that "The parties agree that all employers must ensure the health, safety and welfare of all their workers, including those based at home". Furthermore, there are specific risks associated with homeworking that must be taken into consideration. Among other areas, the model policy states that the employer agrees that it will make every reasonable effort to ensure that homeworkers: "Are protected from psychosocial hazards connected to home working; such as increased potential for occupational stress and domestic violence".
UNI-Europa, 2021 Banking	<p>The European Banking Federation, ESBG, European Association of Cooperative Banks and UNI Europa Finance, signed a Joint Declaration on Remote Work and New Technologies on 7 December 2021. It addresses the effects of digitalization on the finance sector and the role of ICT, including Big Data, in the development of the banking sector. Even though remote work is not a new phenomenon in the European Banking Sector, the COVID-19 pandemic and subsequent lockdowns dramatically increased remote working. The Joint Declaration recognises the occupational health and safety responsibilities of employers towards remote employees and recognises that "Employees who work remotely may face different health and safety risks than those who work from the regular office and attention should be directed to ensure the well-being of all".</p> <p>In addition "Remote employees and their remote workplaces are subject to a mandatory occupational risk assessment in accordance with the legislation in force at any given time". The Declaration goes on to say that "While remote work may reduce face-to-face forms of harassment at work, it may lead to a higher risk of technology-enabled harassment such as work-related cyberbullying. Hence, policies should be put in place or existing policies extended to prevent, monitor and minimise these situations, and these policies should be made known to all employees". In addition, an important part of the Declaration relates to working hours of remote employees and "to a general right to disconnect outside contractual working hours, including determined working hours, respecting the legal and contractual framework applicable".</p>
Global	
Global IndustriALL	IndustriALL's "Principles and Guidelines on Telework" issued on 4 June 2021, were a response to the huge increase of telework in all sectors, including manufacturing, energy and mining. The principles and guidelines aim to support trade unions in their negotiations on legislation, policies and collective agreements on telework. They cover forms of telework, the reversibility of telework, basic trade union rights, equal treatment, telework policies, occupational health and safety (OHS), work-life balance, and equipment and related costs, and strive to ensure the prohibition of intrusive surveillance tools. The guidelines state that trade unions should base their negotiation on ILO Convention 190. At national level, they should lobby for the adoption of effective mechanisms to prevent cyber-harassment and intrusive surveillance. Specific guidance is provided on providing safety and support for victims of domestic violence carrying out telework, noting employers' duty of care when a worker carries out telework.
UNI	In 2022, UNI Global Union issued "Key Trade Union Principles for Ensuring Workers Rights when Working Remotely". ¹⁰¹ It addresses to the importance of occupational safety and health, including the impacts of violence and harassment during remote working and that employers have a collective responsibility for occupational health and safety, including comprehensive insurance and liability, sick leave, quality work environments, ergonomics, and violence-free workplaces. It is clear that action to stop cyberbullying and supports and safety to victims of domestic violence are part of gender-responsive approaches, as provided for under C190. With the higher risk of technology-enabled violence and harassment, the employer must put in place policies to prevent, monitor, and resolve this problem.

98 *Teletrabajo, Guía para su negociación e implementación tras la aprobación de la ley del teletrabajo, #NoTodoTeletrabajoVale*, CCOO Industria, Spain, 2020.

99 Spain Royal Decree - Real Decreto-ley 28/2020, (September 2020)

100 <https://www.unitetheunion.org/media/3369/wvp-template-homeworking-agreement.pdf>

101 https://uniglobalunion.org/wp-content/uploads/uni_remote_work_guidelines_report.pdf

1.9 Travel to and from work

Africa/MENA	
Tunisia Agriculture	The Tunisian Federation of Agriculture has assisted workers in understanding their right to safe transportation and social protection like safety and health measures to protect against the COVID-19 pandemic. In 2021, together with the Solidarity Center, the union helped a group of women workers to create a video in which they describe the unsafe and dangerous conditions they endure to get to work and home. ¹⁰² The campaign has had some successes. The Minister of Transportation has begun work on formalising agricultural worker transport and called on governors to form a regional advisory commission to create a new category of licence permits for the agricultural sector. The Government and unions also met in March 2021 for the first regional symposium organized by the Ministry of Social Affairs on social dialogue and employment relations in the agricultural sector.
ATUC Inter-sectoral	The Arab Trade Union Confederation (ATUC) has utilized mobile technology and launched a mobile app “TOOQ” on 25 November 2021. The app, available to download from the app store or play store, gives protection from any kind of violence in the world of work, including when travelling to and from work. A dedicated Facebook page has helped to raise awareness about the app. The app provides an SOS alert enables a victim to ask for help during an emergency; there is a forum to exchange ideas and experiences; a helpline to link users to specialized associations and centres in their geographical area; and there is a database of publications on the topics of violence, women, human rights and labour.
South Africa Confederal	In relation to transport, COSATU, FEDUSA and NACTU called on the government to address safety issues in transport during the pandemic, including a Violence Avoidance Plan to address escalating violence as the number of commuters declined due to COVID. ¹⁰³
Europe	
Georgia Retail	<p>In April 2020, the Government of Georgia amended a decree issued on 23 March 2020, concerning “necessary measures to be applied to stop spreading Coronavirus”. These regulations obliged employers to ensure safe transportation of workers to and from work. Prior to the amendment, the Georgian Trade Unions Confederation appealed to the Government to address safe transportation since the curfew law restricted movement from 9 p.m. to 6 a.m., during which time public transport services were closed down. This resulted in a disproportional financial burden for workers who needed to commute. As a result of curfew restrictions, the administration of one of the largest supermarket chains in Georgia forced its women workers to stay at work during the night in the supermarket.</p> <p>Unions reacted quickly and appealed to the Government to amend the regulations and oblige the employers to ensure safe transportation of workers to and from work. They referenced the language contained in Article 3(f) of C190 in the letter asking the government to oblige employers to ensure safe transportation of workers during the lockdown. These provisions enabled unions to make the case to employers to ensure workers’ safe transportation. The proposal by the Georgian Trade Unions Confederation (GTUC) covered the “Spar” supermarket chain. After the Government introduced the changes, the requirements on employers to provide safe transport became mandatory for all employers in Georgia.</p>
United Kingdom Hospitality	<p>The Unite the Union “Get me home safely campaign” began in Scotland in 2021 after a young woman Unite member was assaulted after she was unable to get safe transport home just after the end of the lockdown. The campaign demands that employers’ duty of care includes safe transport home policies for all hospitality workers travelling home late at night, including making free transport home for staff a prerequisite for new liquor licences. An example of this is the East Dunbartonshire Council licence agreement, which contains safe safe transport home as part of their licencing agreement.</p> <p>The campaign has a broad aim to challenge employers to ensure safe travel provisions are in place for workers’ working past 11 p.m. An important part of the campaign is focused on the UK Government’s ratification of ILO Convention 190 and to lobby for a change in the law to ensure that safe home principles become part of national legislation. An early day motion was tabled for this purpose on 27 January 2022.¹⁰⁴</p>

¹⁰² <https://www.solidaritycenter.org/women-agricultural-workers-push-for-safe-transportation-in-tunisia/>

¹⁰³ http://www.ituc-africa.org/IMG/pdf/calling_all_workers_to_the_frontline_against_corruption_retrenchments_gender-based_violence_and_attacks_on_collective_bargaining_002_.pdf

¹⁰⁴ <https://edm.parliament.uk/early-day-motion/59410/get-me-home-safely-campaign>

ETF Transport	<p>A Resolution passed at the ETF Congress in 2017, called on the ETF and ETF-affiliated unions, Women Transport Workers Committee and Sections to actively support and promote the “Get Me Home Safely” campaign. ETF has called for more trained staff and stronger enforcement of laws against sexual assault and harassment on public transport, among other measures to improve safety, along with a call for governments to ratify ILO Convention 190 and to explicitly extend employers’ duty of care to include safe transport home policies for all workers.</p>
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1.10 Domestic violence: a workplace issue

Africa	
South Africa Inter-sectoral	<p>In South Africa, over 87,000 reports of domestic violence were made during the first week of the lockdown in 2020. FEDUSA called on the Government to increase resources and for mobile clinics to have a dual role in for COVID-19 testing and providing support services for victims of GBV, particularly in densely populated townships and informal settlements. “The mobile clinics should include staff or other health workers specially trained in handling and managing GBV, including providing psychological support for the victims”.</p>
Inter-sectoral	<p>COSATU has actively participated in the #TotalShutdown movement against GBV which put forward 24 demands to the Government, resulting in the National Strategic Plan (NSP) on GBV. Twelve COSATU gender representatives participate in the asks teams to implement the different of the pillars NSP. The NSP emphasizes a multi-sectoral collaborative approach, and is guided by principles of inclusivity, intersectionality, embracing diversity, an inter-generational and youth-friendly approach, a human rights based, and a victim-centred and survivor-focused approach. The roll-out of the plan in 2020–2021¹⁰⁵ highlighted the disproportionate effect of COVID-19 restrictions on movement on the jobs and livelihoods of workers in the informal economy, particularly street traders and domestic workers. Unions were particularly concerned during this time to ensure that In the provisions contained in the NSP, that ending GBV were included in the national responses to COVID-19.</p>
Public services	<p>During the 2021–2022 wage negotiations in South Africa, the PSA, along with other public service unions, submitted a consolidated labour demand for the introduction of leave for victims of GBV, allowing victims the time to receive medical and social intervention, notably “Labour demand a special leave provision of GBV given the rising atrocities and to allow for such victims to receive proper medical and social intervention” (para. 7.5).¹⁰⁶</p> <p>This item, submitted to the meeting of the Public Service Coordinating Bargaining Council on 2 March 2021, was not addressed in the concluded agreement, but was referred to at the Public Service Summit, which is made up of parties to the PSCBC,¹⁰⁷ with the objective to address transformation of the public service, including a commitment to improve the quality of services and strengthen public service collective bargaining.</p> <p>The PSA wants to ensure that the Forum addresses the implementation of C190 and R206. In particular, it is pressing for the impact of domestic violence during remote working to be assessed and for the introduction of domestic violence leave for workers, along with employer support to access counselling and emergency accommodation. The outcomes of the Public Service summit will also assist in ensuring that Convention 190 is being monitored and complied with at a sectoral level and throughout the entire public service.</p>
Asia-Pacific	
Australia Transport	<p>Several agreements negotiated with Australian Rail, Tram and Bus Industry Union (RTUB) addressing domestic and family violence in the transport sector providing between 10 and 20 days paid family violence leave. A good example is the agreement between Yarra Trams and the RTUB, signed on 28 April 2020,¹⁰⁸ which includes a clause on family violence, with 20 days paid family violence leave in any one year for employees experiencing family violence to enable them to seek legal or counselling services, assist with investigations carried out by the relevant authorities, attend court hearings, and relocate to a new home and for support services. Employees are requested, where practicable, to their manager with reasonable notice of their intent to access this leave as per the Yarra Trams Family Violence Policy.</p>

105 https://www.gov.za/sites/default/files/gcis_document/202108/nsp-gbv-year-1-rollout-report-2020-2021-final-version-web.pdf

106 https://psa.co.za/docs/default-source/psa-documents/newsletters/2021/pscbc-02032021.pdf?sfvrsn=c2ea2b22_4

107 Union representatives from DENOSA, HOSPERSA/NUPSAW/NATU, NAPTOSA, NEHAWU, POPCRU, PSA, SADTU and SAPU

108 Drawn up by Government Subdirector General for Entrepreneurship, Equality in Business and Collective Bargaining. <https://www.fwc.gov.au/documents/documents/agreements/fwa/ae508084.pdf>

<p>ACTU, Inter-sectoral</p>	<p>ACTU's detailed model clause has formed the basis for negotiations of enterprise agreements, recommending 20 days paid leave, and leave for employees supporting someone who is experiencing domestic violence. The model clause also covers other workplace supports such as flexible or part-time hours, temporary change in work location, including working from home, and to change phone and email address. The model clause has been widely used by unions in their negotiations. However, not all unions have been successful in their negotiations. In addition, the tripartite body Safe Work Australia also produced guidelines in 2021, with a focus on guidance for businesses about their duties under work health and safety laws and how to manage the risks of family and domestic violence at the workplace.</p>
<p>ACTU, Inter-sectoral</p>	<p>ACTU's (2021)¹⁰⁹ submission to the Parliamentary Inquiry into the next National Action Plan to Reduce Violence against Women and their Children called for workplace violence and harassment to be included in the new plan, and to recognise family, domestic and sexual violence against women as a workplace issue, with measures to promote gender equity and better health and safety for women at work, and to address the impacts of the COVID-19 crisis on women and to ensure a gendered approach to the recovery phase. ACTU argues that C190 provides a clear framework for employers and governments to reduce the risks of violence and harassment at work, and that COVID 19 has increased the risks of violence, including family and domestic violence.</p>
<p>VTHC, Inter-sectoral</p>	<p>Unions have provided resources and bargaining support, a good example of which is the union training and bargaining support provided up by the Victorian Trades Hall Council (VTHC).¹¹⁰ Guidance in the form of an updated handbook "Understanding Family Violence as a Workplace Issue" (2021)¹¹¹ includes the VTHC model family violence leave clause, a template for a workplace family violence safety plan, an example of a model family violence policy, and an example position description for a family violence contact person role. The guidance argues for best practice approaches, including 20 days family violence leave which can be taken flexibly, as well as calling for improved legal recognition of family violence as a workplace OHS issue and better employer training and support structures to help employees dealing with family violence issues. The work of VTHC has had a big impact on the activities of the work health and safety (WHS) regulator in Victoria, including in adopting guidance material of GBV as an OSH issue.¹¹²</p>
<p>Manufacturing</p>	<p>The Australian Manufacturing Workers' Union (AMWU) Proposed (2021) a Model Family Violence Clause for negotiations in food and manufacturing sectors sets out employers' responsibilities to provide support to employees experiencing family violence. It defines family violence as including a range of behaviours (physical, sexual, emotional, psychological, economic, threatening, coercive, or other situations creating fear or safety, and that causes a child to hear or witness or be exposed to the effects of such behaviour). Workplace supports include paid leave of 20 days per year for an employee experiencing domestic violence or an employee who gives support to a person experiencing domestic violence, for medical and legal appointments, legal proceedings, relocation and other related activities. The first five days may be taken without the requirement to provide evidence. Leave is given for employees, as well as agency casual staff who work regular hours for the company. A contact person in human resources, a union delegate and a health and safety representative can provide support for a survivor, who will be trained on privacy and other issues, and in carrying out family violence risk assessment and risk management. Supports to ensure the safety of survivors can include changes to working hours or shift patterns, job redesign or change of duties, change of telephone number or email address, flexible working hours, as well as provision of information and referral to external support services. One-day training is provided to all delegates and health and safety representatives during the first year of the agreement. A workplace safety plan will be implemented to minimise risks, along with protocols for dealing with a crisis situation. There have been some successes in concluding agreements. Based on AMWU's tracking of agreements with expiry dates between 2018 and 2026, 665 current enterprise agreements negotiated by the AMWU contain clauses on domestic violence.</p>
<p>Construction</p>	<p>The Enterprise Agreement 2020-2023 in the construction sector with the CFMEU (Victorian Construction and General Division) includes paid family and domestic violence leave of 10 days (Clause 46). The CFMEU construction union put a lot of resources and effort into raising awareness and educating its members about family and gender-based violence, and has provided a toolbox of resources under the Safe at Home, Safe at Work campaign launched during 16-days of activism in 2021.</p>

109 <https://www.actu.org.au/media/1449225/d33-actu-submission-parliamentary-inquiry-into-family-domestic-and-sexual-violence.pdf>

110 https://d3n8a8pro7vhm.cloudfront.net/victorianunions/pages/2370/attachments/original/1479964725/Stop_GV_At_Work_Report.pdf?1479964725

111 https://d3n8a8pro7vhm.cloudfront.net/victorianunions/pages/1508/attachments/original/1502765607/FV_Guide_Final_web.pdf?1502765607

112 <https://www.worksafe.vic.gov.au/work-related-gendered-violence-including-sexual-harassment>
<https://content.api.worksafe.vic.gov.au/sites/default/files/2020-03/ISBN-Work-related-gendered-violence-including-sexual-harassment-2020-03.pdf>

<p>Philippines Inter-sectoral</p>	<p>Unions have negotiated clauses on violence and harassment, including domestic violence, based on C190 and R206. Unions have put efforts into including provisions on violence and harassment in their CBAs based on the framework of C190 and R206. The National Trade Union Center of the Philippines' (NTUC Phl) advocacy dates back to 2018 when it commenced its campaign on GBV; this built on important evidence showing the significant workplace impacts of domestic violence, based on a national survey on domestic violence at work (ITUC-AP, TUCP, FWF & SENTRO 2015). Recently, the (NTUC Phl) has strategically focused its activities through its Women and Youth Committees, including drawing up a workplace guide to support negotiations with employers on anti-violence and harassment provisions in companies, with the aim to implement at workplace-level ILO Convention 190 and Recommendation 206, despite the fact that the Philippines has yet to ratify C190. Specific emphasis has been given to negotiating clauses on domestic violence, and C190 has given added leverage in implementing in the workplace the Philippines General Labour Standards (Republic Act No. 9262, S.43) entitling workers to 10 days paid domestic violence leave, enabling women to attend to medical and legal or other concerns.</p>
<p>Transport</p>	<p>A CBA has been after signed between Superlines Transportation Company Inc. and the union OBRERO Pilipino (Superlines Chapter) for the period 2021-2026. Article VI of the agreement refers directly to national legislation (R.A No. 9262 and the Violation Against Women and Children Act) and the fact that in the light of "any prospective law on violence and harassment in the workplace that might be enacted in line with ILO Convention No. 190". It goes on to provide the right to paid domestic violence and the implementation of company prevention and guidance measures: "Qualified employees who are victims of domestic violence shall be entitled to paid leave of absence as specified in the law" (Section 8). In addition, the agreement sets out a commitment, within 90 days of signing the CBA, for the employer and union to "start discussions toward the Company-based mechanism for raising awareness about domestic violence and the joint preparation of the COMPANY manual of procedure for preventive actions, prevention services for workers, and assistance services to victims" (Section 10).</p>
<p>New Zealand Food</p>	<p>The domestic violence policy drawn up by the dairy company Fonterra with IUF affiliate Te Runanga Wai U provides a range of workplace supports and paid leave. An important part of the policy is the role of "First Responders" who are trained in how to recognise, respond, refer and provide support to staff experiencing family violence. The training has given union members the tools to support workers who are experiencing domestic violence, including having an appropriate first conversation, referring victims/survivors to specialists services, supporting them in conversations with managers, and supporting the managers in handling the cases. Confidential information, advice and support is also provided about how to avail of workplace supports, including up to 10 days paid leave in line with provisions in the law,¹¹³ and safety planning. Designated "First Responders" can include union delegates, occupational health nurses and HR staff.</p>
<p>Türkiye Inter-sectoral</p>	<p>The model policy of the Turkish Confederation, HAK-İŞ was agreed in 2021 as a tool to implement C190. It cover all forms of violence and harassment, along with specific provisions related to domestic violence as provided for under C190 and R206. It covers protection measures that can include relocation to another place of work if a suitable position is available and reinstatement if a worker has been fired because of violence and harassment. Provisions on occupational safety and health, again using the language of C190, are included on risk assessment, physiological and psychosocial factors in the workplace and domestic violence. Provision is made for moral and material support including a payment "by the employer to the worker who is exposed to violence and harassment in the workplace in case of psychosocial, physical or any other injury or illness resulting in incapacity to work." In addition, workers facing risks of violence and harassment can request flexible work, such as part-time, remote work and shift work.</p>
<p>Americas</p>	
<p>Argentina Pharmaceutical</p>	<p>Farmacy developed a Protocol for action in situations of domestic and workplace violence. The Protocol provides internal communication campaigns and prevention training, including for personnel in decision-making positions, as well as guidance on how to detect such instances, and approach and support victims (Tercer Sector 2018).</p>

¹¹³ The 2018 Domestic Violence – Victims' Protection Act grants employees affected by domestic violence the right to take ten days paid domestic violence leave, to flexible work arrangements for up to 2 months and to non-retaliation if someone has experienced domestic violence.

Tourism/hotels	The Equal Opportunities Institute of the Union of Workers in Tourism, Hotels and Gastronomy of Argentina (UTHGRA) has drawn up a “Protocol for situations of domestic violence” (November 2020) ¹¹⁴ It sets out the procedures for a systematic response and support by union representatives to assist workers who are victims of domestic violence. The incidence of domestic violence has increased considerably as a result of the COVID-19 lockdown restrictions, so the protocol is a timely response. The protocol differentiates between intimate partner violence and violence committed in the home by a perpetrator who is not an intimate partner. It establishes that the staff of the IPLIDO medical centres, of which there are 50 throughout the country, in close cooperation with workplace delegates should provide an effective service, including setting up a support group to protect the victim or if necessary to provide legal counsel to file a police report. The protocol also promotes actions together with employers, such as workplace awareness training to promote behavioural change and the adoption GBV prevention measures.
Education	CONADU, the National Federation of University Teachers has a “Protocol for the prevention and action in situations of discrimination, harassment and GBV against women and LGBT+ persons” (March 2019). ¹¹⁵ The protocol sets out the procedures for a systematic response and support for workers who are victims of domestic violence. This is an internal protocol for the investigation of complaints submitted by union members, or at the request of affiliated organizations or individuals who have an employment relation with the organization. The procedures include the establishment of a Special Commission to investigate and report to the Secretary General of CONADU. The protocol also establishes training and awareness -raising programmes on discrimination and GBV.
Brazil Banking	The collective agreement signed in 2020 for the banking sector establishes employers’ duty to: provide employees with an internal communiqué on prevention of domestic and family violence; establish support channels for victims of such violence and other support measures, such as the transfer of the victim of violence to another workplace; ensure confidentiality; and establish a line of credit or special financing for these victims (Sindicato dos Bancarios 2020).
Postal	<i>Correios</i> (post office) collective agreement in Brazil (01.08.2015 to 31.07.2016), includes protections for women employees who are victims of domestic violence, including job transfer to another unit, city or state. During the pandemic negotiations led by the union FENTECT and supported by a demand from UNI, led to improved safety measures for front-line postal staff, whose lives were put at risk from the lack of safety protections and PPE.
Canada Private sector	Unifor, Canada’s largest private sector union has developed a highly successful Women’s Advocate Programme, which continued to operate during the pandemic. Trained workplace representatives provide confidential information, and support and referral to specialist services for women affected by violence and harassment, including domestic violence. Advocates receive training through the union, which is paid for by the employer. The union has successfully negotiated provisions for Women’s Advocates in collective agreements, resulting in a network of over 400 Women’s Advocates across Canada. ¹¹⁶ During the pandemic Advocates continued to give support to survivors of domestic violence, including safe sources of information about workplace and other supports, and Unifor issued regular guidance about support from unions during the pandemic. ¹¹⁷

114 Instituto para la Igualdad de Oportunidades (IPLIDO) de la Unión de Trabajadores del Turismo, Hoteleros y Gastronómicos de la República Argentina (UTHGRA) “Protocolo para situaciones de violencia doméstica” https://www.ilo.org/buenosaires/noticias/WCMS_765066/lang-es/index.htm and <http://iplido.org.ar/wp-content/uploads/2020/11/Protocolo-Violencia-IPLIDO-FINAL.pdf>

115 <https://conadu.org.ar/wp-content/uploads/Protocolo-interno-CONADU.pdf>

116 http://dvatworknet.org/sites/dvatworknet.org/files/Unifor%20Women_s%20Advocates_revised.pdf

117 https://www.unifor.org/sites/default/files/legacy/documents/document/covid-19-domestic_violence_and_the_workplace-2020.10.20-v2.pdf

Inter-sectoral	<p>The Canadian Labour Congress (CLC) has established a Domestic Violence Resource Center,¹¹⁸ with information about domestic violence as a workplace issue for shop stewards and model language for collective bargaining, including paid leave. The resources are intended to help unions ensure that employers introduce appropriate measures to protect workers from domestic violence in the workplace and that they meet the requirements of the Occupational Health and Safety Act.</p> <p>The COVID-19 pandemic added urgency to the CLC's calls the ratification of C190, due to the increased incidents of harassment and violence against healthcare and other frontline workers, and an increase in domestic violence for those working from home. CLC drew up a very clear road map for the ratification of C190, with a specific focus on GBV at and domestic violence at work. In addition, during the pandemic CLC pushed for action to address the increased levels of violence and harassment against health and other frontline workers,¹¹⁹ which was an integral part of the CLC's "Done Waiting" campaign on gender equality, including sexual harassment.¹²⁰</p> <p>The CLC, in collaboration with CREVAWC, has developed the Domestic Violence at Work Facilitator Training program. Model clauses¹²¹ provide suggested language that unions can use to develop proposals on domestic violence for collective bargaining. Using the Principles and language adapted from precedents in Canada and Australia, this language can serve as a starting point. This resource will continue to link to new clauses as they are negotiated by Canadian unions.</p>
Public & private sectors	<p>Affiliates of the National Union of Public and General Employees (NUPGE 2020) have been active in negotiating agreements on domestic violence. NUPGE has made it clear that unions have an important role to play in addressing domestic violence as a workplace issue, by supporting survivors at the workplace and negotiating for protections in collective bargaining. Examples from affiliates' negotiations include paid domestic violence leave by the Yukon Teachers' Association (2018-2021) who set a precedent in Canada by providing five days paid leave,¹²² and the Professional National Union Research Institute of the Public Service of Canada (PIPSC) (2019),¹²³ a shop stewards network established by the Canadian Union of Postal Workers' (CUPW) Social Stewards Network,¹²⁴ and DV at Work facilitator training run by the CLC.</p> <p>NUPGE has also coordinated affiliates' training for union representatives, including shop stewards, health and safety representatives, and staff to enable them to respond to members experiencing DV and to embed union and employers roles in addressing domestic violence. NUPGE has helped coordinate training course for stewards, health and safety representatives, and staff to be able to respond to members experiencing domestic violence and to gain a deeper understanding of the roles of the unions and employers in addressing it.</p>
Europe	
Denmark Various sectors	<p>Some CBAs in Denmark are addressing domestic violence, including paid leave. Shop stewards have been trained to negotiate policies and agreements on domestic violence, examples of which can be seen in the postal sector and in government tax/revenue services. The FIU-Equality (a network of trade unions working together on equality) annual conference and award for shop stewards, focuses on union good practices on domestic violence and sexual harassment. Each year an award is given to a shop steward. In 2021 a male shop steward won the award for initiating a new policy on domestic violence leave in Danish municipality.</p> <p>The conferences continued to take place during the pandemic, at a time of growing union attention to the increase of domestic violence and online violence and abuse of workers during lockdowns. In 2020, FIU-Equality and FH (the confederation of trade unions) cooperated with the confederation of women's shelters (LOKK) to prepare leaflets and tools for HR and shop stewards to combat domestic violence. It builds on several years of work carried out by <i>FIU-Ligestilling</i> on domestic violence at work.</p>

118 <https://canadianlabour.ca/domestic-violence-work/>

119 <https://canadianlabour.ca/canadas-unions-call-on-federal-government-to-ratify-and-implement-c-190/>

120 <https://donewaiting.canadianlabour.ca/sexual-harassment-violence/>

121 <https://canadianlabour.ca/uncategorized/model-language/>

122 <https://yukon.ca/sites/yukon.ca/files/psc/psc-yg-yta-collective-agreement.pdf>

123 <https://www.pipsc.ca/taxonomy/term/594>

124 <https://www.cupw.ca/en/member-resources/social-stewards>

<p>France Telecoms</p>	<p>On 22 December 2021, Orange and unions (CGT-KAPT, CFDT F3C, CFE-CGC ORANGE, CGT FAPT, FO-COM, SUD-PTT) signed the “Agreement on professional equality between women and men and the balance between private and professional life within Orange SA 2022-2024”.¹²⁵ With regards to domestic and family violence, confidential support is provided by the company social worker, who can guide and support the employee through external procedures or towards the specialized psychological, legal, medical or emergency assistance, and financial assistance, including support from associations for victims of domestic violence. Paid leave of five days that can be divided into half days may be granted and emergency housing can be provided through the framework of Action Logement. An information brochure on the measures taken by Orange to support employees who are victims of domestic and violence has been drawn up. Since 2009, employees can receive confidential telephone and face-to-face support from external a clinical psychologist. In addition, the agreement implements the framework of the Grenelle against domestic violence, decree n°2020-683 of June 4, 2020 which created a new fund for victims of domestic violence.</p>
<p>Transport</p>	<p>The agreement signed by Groupe SNCF and unions (CGT, UNSA-Ferrovieare, SUD-Rail and CFDT) in 2021, builds on agreements on professional equality dating back to 2006. Victims of gender-based or sexist violence can be granted three days exceptional leave of absence to attend a court summons, meeting with a lawyer or support from a specialist association, as well as support from company social and health services.</p>
<p>Energy</p>	<p>The EDF agreement on Gender Equality and Professional Equality between Women and Men, 2021-2025, gives detailed information about support for victims of domestic violence, building on their previous agreement to provide support and guidance. A partnership has been formed for expertise, advice and training with the association FIT (<i>une femme un toit</i>). An appendix sets out the company’s support and job retention scheme for victims of domestic violence, with provisions that include flexible working time, support to take paid time off to attend to legal or administrative issues, financial support through salary advances and exceptional aid (for example to cover child-care costs), support in accessing identity or other administrative papers and opening a bank account, and help with emergency housing and in more permanent solutions with Action Lodgment, and support with temporary or longer-term job relocation. Other practical safety support includes providing a vehicle to enable the victim to get to work, changes to computer or telephone equipment or changes to email address in an emergency, improving security around the worksite.</p>
<p>Postal</p>	<p><i>La Poste</i> Agreement on professional equality between women and men (2019-2022): Part VIII of the agreement covers measures on the prevention of and attention to domestic and workplace violence. Any worker who is confronted with a situation of domestic or workplace violence, may receive support from the company social worker or call the freephone number to access external psychological support and counselling. Each entity appoints an HR managers who acts as the reference person to inform, guide and support postal workers in the fight against sexual harassment and sexist behaviour, and to establish risk prevention actions. A gender equality advisor will be identified and appointed by staff representatives to play a role in the prevention of risks to which women may be exposed, and in particular pregnant women, and to improve quality of working relations, with a view to preventing the risks of sexism, harassment and violence. In addition, throughout the term of the agreement, training on sexist behaviour, moral harassment and harassment and sexual harassment, will be provided to all members of the occupational safety and health committee (CHSCT).</p>
<p>Social security – family</p>	<p>Through the agreement on Professional Equality between women and men Caisse nationale d’allocations familiales (CNAF) introduced new provisions under Article 5.5 on supporting staff who face risks of domestic violence in both the private and public spheres. CNAF intends to become a safe space where CNAF employees can find support and help for problems of violence they may encounter outside of work. Staff members who are victims of domestic violence can access the «Pros-consulte» counselling platform and/or the multidisciplinary team of their occupational health department, in particular the social worker or psychologist. Supports can include exceptional paid leave from work to prevent risks faced by the survivor, sympathetic communications with victims, and provision of emergency accommodation.</p>
<p>Banking</p>	<p>In 2021 Crédit Agricole des Savoie and unions began discussing physical and psychological domestic violence and the impact on work, and the responsibilities of companies to help mitigate the effects. This is leading to an agreement with paid leave and safe housing, which is based on companies contributing to the Action Logement (the 1% housing scheme) designed to facilitate the unlocking of profit-sharing / incentive schemes; to facilitate mobility; to address awareness through a visible awareness-raising kit; named contacts in contacts in the Human Resources team and a dedicated HR number, and access to medical and psychological support.</p>

¹²⁵ http://www.focom-orange.fr/wp-content/uploads/2021/12/accord_egalite_professionnelle_et_vpvp_2022-2024-pdf.pdf

<p>Ireland Postal</p>	<p>CWU and An Post agreed the “Domestic Abuse and Coercive Control Policy” on 26 March 2021. It sets out An Post’s commitment and aims to break the silence about domestic abuse and coercive control, provide a safe environment where an employee can receive informed and meaningful support, support the retention safety and wellbeing of staff, and promote a respectful and safe workplace. The policy covers all employees and was drafted in consultation with LGBT Ireland, Men’s Aid, women’s domestic abuse organizations, Safe Ireland and Women’s Aid, and trade union partners. Designated, trained and trusted contacts across the company provide information and support, along with signposting to external specialist support. The policy sets out An Post’s Domestic Abuse and Coercive Control Action Framework with three steps: Reassure, Respond and Refer. Workplace supports include changes in working hours and redeployment, financial assistance in the form of an advance to salary, up to 2 weeks paid leave, workplace security and measures such as record keeping of violence and harassment by perpetrators. Support is also provided by the Occupational Health and Support Team and the company’s confidential Employee Assistance Programme at An Post.</p>
<p>Banking</p>	<p>The Danske Bank “Domestic Abuse: Support for our colleagues’ policy”, agreed with the Irish Financial Services Union in 2021, covers guidance about the duty of care of the employer to both prevent abuse and provide support for survivors carrying out remote working during the pandemic. It is based on the Recognise, Respond and Refer model (first adopted by Vodafone in its Global Policy on domestic violence and abuse) and addresses both support for victims and the approach taken to holding perpetrators accountable for domestic abuse. In the policy Danske Bank makes it clear that there is a zero tolerance for abuse and is aware of its duty of care under applicable health and safety legislation and to “ensuring that any colleague who is the victim of domestic abuse has the right to raise the issue with us in the knowledge that they will receive appropriate support and assistance”.</p> <p>The policy is applicable to all workers regardless of the contractual status or place of work. Specific guidance is given to providing support during remote working and to assisting managers and other supporters of survivors to recognise the signs of domestic abuse, respond by providing workplace supports, and refer to relevant specialist domestic violence and legal services. The policy also sets out Danske Bank’s commitment to raising awareness of domestic abuse in the community through the work of the Police Service of Northern Ireland, Women’s Aid, the Men’s Advisory Project and the NGO Onus, Safe Place initiative. Disclosures of abuse may also be made to a trade union representative, who will offer information, workplace support, and signpost to other subject matter experts. The policy will be reviewed regularly and in consultation with the trade union.</p>
<p>Italy Public sector: education, local authorities, central government, health</p>	<p>Agreements on domestic violence in the public sector have provided workplace supports for survivors of domestic violence, which became all the more vital during the pandemic. Some of these agreements were introduced prior to the pandemic, with provisions that remained in force during and in the recovery from the pandemic. National agreements in the public sector were instrumental in setting a model for agreements in other sectors, and exist by virtue of Art. 24 of Legislative Decree no. 80/2015 which through a protection programme provides an entitlement of paid leave for a maximum period of 90 working days, to be taken over a period of three years, starting from the date of commencement of the certified protection programme.</p> <p>The remuneration payable to the worker is that provided for maternity leave, in accordance with the relevant legislation and shall count towards seniority for all purposes, shall not reduce holiday entitlement and shall be credited towards the 13th month’s salary. Leave can be taken flexibly and a worker is entitled to move to part-time work and to revert back to full-time work.</p> <p>These provisions, including leave for victims of violence, were included for the first time in national agreements in the public sector (2016-2018). They include the National Collective Agreement for education and research (Article 18), the National Collective Agreement for central government central functions Triennio (Article 36); National Collective Agreement for local authorities (Article 34) and the National Collective Agreement in health (Article 39). Unions in Italy believe that the provisions on domestic violence on C190 and R206 will help to further strengthen bargaining on this issue, and help fulfil the union strategy to ensure that every collective agreement at every level includes clauses on violence and harassment, including on domestic violence, in line with C190.</p>

<p>Construction</p>	<p>An agreement for special leave for women victims of violence is included in the 2019 National CBA of the Wood, Cement, Brick and Stone sectors (covering the CCNL Industry and Small and Medium Enterprises and Craftsmen). The agreement applies the Legislative Decree no. 80 of 15/06/2015 (art. 24), which provides for an indemnified leave of 3 months for women victims of GBV in the private or public sector, which can be taken on a daily or hourly basis and can be used over a period of three years. During this period of absence, the woman receives an allowance equal to 100% of her last salary.</p> <p>The unions in the woodworking sector demanded an increase in this period of leave, but were not successful in achieving it.</p> <p>In addition, the agreement included the need to write Codes of Conduct in the agreements in all sectors, an example of which was the national CBA on Woodworking in 2015 (see example under agreements table).</p>
<p>ICT</p>	<p>An agreement signed on 18 April 2019, between FILCAMS CGIL, FISASCAT CISL, UILTUCS and the Ivs Group S.A. 4. set out a separate article on GBV. In accordance with Article 24 of Legislative Decree no. 80/2015, the Parties introduced more favourable measures for employees, resulting in one month additional paid leave for victims of domestic violence. The agreement also facilitates relocation where an employee needs to protect his/her personal safety or that of his/her children. The Parties also plan to identify an Association aimed at assisting victims of violence in general, and to ensure that the same is available to employees.</p>
<p>Motor industry</p>	<p>The renewal of the CBA between ARVAL and the unions FILCAMS-CGIL and FISASCAT-CISL signed on of 19 June 2020 contains new provisions on protection for women affected by GBV, with an additional two months leave, paid for at the expense of the company. This is in addition to the three months paid leave provided for under Article 24 of Legislative Decree 80/2015.</p> <p>As with other agreements in Italy, this leave is available for a worker who has been certified by the social services of the municipality they belong to, by anti-violence centres or shelters; the above leave may be taken on an hourly or daily basis over a period of three years. The leave can be taken flexibly or on a part-time basis. The company is obliged to respond to requests to be transferred on a temporary or permanent basis in order to protect herself and/or her children. Under the terms of the agreement an association dedicated to assisting victims of gender-based violence will be identified to give support to victims of GBV.</p>
<p>Spain Finance/insurance</p>	<p>The Finance and insurance sectoral agreement, of 15 December 2021,¹²⁶ contains clauses on domestic violence. Under Article 96 on "Protection of victims of gender-based violence", women workers who are victims of GBV have the right to social assistance, to a reduction in the working day with a proportional reduction in salary or the reorganization of working time; requests can be made for financial assistance of up to 1,000 euro "in order to meet the expenses that may arise from such a situation, such as expenses for moving their homes, legal assistance or psychological assistance. To obtain this aid, it will be necessary to prove the expense and that it is not compensated by the company based on other regulations that regulate this same situation". Many company equality plans are including clauses in Equality Plans, with two recent notable examples from two financial institutions:</p> <p>III PI Fraternity-Muprespa: Victims of GBV may request a reduction of up to 50% of the working day, without reduction of salaries, for an initial period of up to one month, which may be extended month by month up to a maximum of 3 months, provided that in any of the cases the provision of the service can be guaranteed.</p> <p>II PI Ibermutuamur: Specialized training in addressing gender-based violence for health personnel to provide information and tools for the detection and appropriate intervention in possible cases of gender-based violence among the workers of Ibermutuamur and mutual companies.</p>

126 <https://www.ccoo-servicios.es/seguros/html/39831.html>

Energy	<p>The collective agreement for the energy company Endesa Group¹²⁷ signed with the union UGT in 2020 provides for a range of supports on domestic violence: revised and flexible working hours, social care, legal advice and assistance, protection orders and counselling and psychological support, medical care and financial support of 50% of rental expenses (up to €450 per month for up to six months) and 50% of expenses related to personal safety, change of school of children in her care to pay for school fees, books and uniforms, special leave of absence for a period of between 3 months and 3 years. (Spain 2020).</p> <p>Evidence has to be provided such as a court issued protection order or other documents giving evidence of domestic violence. Protection measures set out in the policy apply to the victim and dependent or disabled children or adults living with them. (Agencia Estatal Boletín Oficial del Estado 2020)</p>
Banking	<p>The 24th Banking CBA¹²⁸ signed by CCOO, UGT and the Spanish Banking Federation, FINE, on 29 January 2021, establishes provisions on violence and harassment for inclusion in the negotiations for company equality plans with over 50 employees (for those companies with under 50 employees it is recommended that these provisions are included in internal equality policies). Equality Plans will be drawn up based on a study and assessment of the measures needed to achieve equality taking into account gender-based violence, occupational health, communication and company culture.</p> <p>Article 59 refers to the prevention of sexual harassment and gender-based discrimination, stipulating that companies will negotiate protocols with the legal representatives of the unions covering a declaration of principles, definitions of sexual harassment and gender-based harassment, measures and procedures to submit complaints and investigate and resolve cases, sanctions and penalties, information and awareness-raising.</p> <p>The CBA also includes a model form to submit complaints and also refers to the possibilities of implementing other measures, such as information campaigns and training programmes or codes of good practice. Article 60 refers to protection against GBV and domestic violence (see section on domestic violence below). Similar clauses exist for the CBA for Credit Cooperative Societies (Articles 48 & 49).</p>
United Kingdom Education	<p>In March 2021, the teachers union, NASUWT, issued a Domestic Abuse Toolkit and Policy Guidance for workplace representatives. The guidance acknowledges although that domestic abuse can affect anyone, it is still predominantly women and children who suffer at the hands of male perpetrators. The guidance includes definitions of forms of domestic abuse and sets out the expectations and guidelines that employers should follow to provide support for domestic abuse survivors.</p> <p>Workplace support can include staff training on the issue and for the employer, include flexible working, agreed paid leave and time-off for counselling and medical appointments, a safe space and an agreed person to provide additional support. It also includes an appendix on management guidance for informal discussions and a list of possible workplace mitigation measures.</p>
Local government	<p>Newcastle City Council Domestic violence policy was first drawn up in 2013 and updated in 2021¹²⁹ to take account of the reality of the pandemic and new legislation on domestic abuse introduced in 2021. A range of workplace supports are made available for survivors, including paid leave provided under Conditions of Service, which includes provision of up to two weeks special leave with pay for a variety of purposes, including for an unforeseen personal or domestic crisis.</p> <p>In the meantime, union representatives had been working with the council to commit to adopting a GMB “Work to Stop Domestic Abuse” Charter and policy and to update and refresh the existing Domestic Abuse Policy for Staff to ensure its relevance for supporting staff during remote working. In addition, unions are involved in developing the “Keeping Everyone Safe” corporate online safeguarding training to include managers’ responsibilities in supporting staff affected by domestic abuse. In 2021, Newcastle City Council committed to work towards accreditation under the White Ribbon Campaign during 2021-2023.</p>

127 Resolución de 4 de junio de 2020, de la Dirección General de Trabajo, por la que se registra y publica el V Convenio colectivo marco del Grupo Endesa”. Boletín Oficial del Estado, No. 169: 41350–41456. <https://www.boe.es/boe/dias/2020/06/17/pdfs/BOE-A-2020-6283.pdf>

128 https://www.boe.es/diario_boe/txt.php?id=BOE-A-2021-5003

129 <https://www.safenewcastle.org.uk/newcastle-city-council-domestic-abuse-policy-staff>

<p>Local government</p>	<p>Luton Council Domestic Abuse policy¹³⁰ was agreed in 2019, and updated in 2020, with union representatives from UNISON, UNITE and GMB. Its origins date back to a commitment made by the Council to the “Make a Stand” pledge instigated by the Chartered Institute of Housing. A commitment was later made by the Council to adopt the GBM Charter on Domestic violence. The policy also grew out of protocols developed by a network of DV organizations across the county providing housing and services in the community. The policy drew on guidance on drawn up by the public service union, UNISON. A Toolkit was also produced and updated during the pandemic to take account of support during remote working.</p> <p>The Council is also developing a network of domestic violence champions who will provide a confidential contact point for victims of domestic abuse, and who will also provide information about services in the community. Although no specific rules have been established on the number of days paid leave available to workers experiencing domestic violence, it is up to managers to agree the amount of leave with the survivor.</p>
<p>Public services</p>	<p>UNISON drew up guidance and a model workplace agreement on domestic violence in 2017.¹³¹ In 2022 the union is updating the guidance to take account of COVID and remote working, and to address domestic abuse as an occupational safety and health issue. The guidance covers training for managers and workers, named HR staff, special paid leave and the possibility of an advance in pay, temporary or permanent changes in working time and work roles and redeployment or relocation, as well as measure to safe working environment, access to counselling and support services in paid working time. UNISON’s 2022 Conference called for much greater integration of workplace measures on sexual harassment and domestic violence into occupational safety and health.</p> <p>In 2021, UNISON led a successful cross-party campaign to ensure that changes were made to the Domestic Abuse Bill to extend abuse protection orders to a victims’ workplace and to ensure that victims stay safe at work. The union worked closely with the Shadow Minister for Domestic Violence to secure changes in the form of an amendment to the law to protect survivors of domestic violence at work. UNISON’s model policy for employers on domestic abuse is also recommended to employers in the statutory guidance framework which supports the Domestic Abuse Act, 2021.</p>
<p>Public and private sectors</p>	<p>The union Unite updated their guidance on domestic violence and abuse in 2020,¹³² to address the issues faced by women workers working from home and during lockdown measures. The guidance has been used as part of the training for union representatives on Equality impact assessment. As a result many union reps are currently negotiating new and updated domestic violence policies.</p>

1.11 Training and awareness-raising

<p>Africa/MENA</p>	
<p>Benin Inter-sectoral</p>	<p>The COSI union campaign for the ratification of C190 gained greater visibility following several high profile scandals of sexual harassment in Benin and follows several years of action by the union to end violence against women, including the establishment of a national help line on GBVH. COSI also lobbied the Government to restructure and strengthen the National Women’s Institute (Institut National de la Femme/INF) in July 2021, with the mandate to eliminate all forms of violence and discrimination against women. An important development is that the INF can be a party in legal (civil) proceedings. COSI will continue to lobby the Government for sufficient financial resources and a wider coverage of the INF services throughout the country. The Labour Standards Office (<i>Bureau des Normes du Travail</i>) has included the ratification of C190/R206 in its 2022 annual work plan. COSI will also be involved in a study to be carried out in 2022 to identify gaps in national law prior to ratification. (ITUC-Africa 2020).¹³³</p>

¹³⁰ <https://democracy.luton.gov.uk/cm5public/>

¹³¹ <https://www.unison.org.uk/content/uploads/2017/02/24192.pdf>

¹³² <https://www.unitetheunion.org/media/3493/9223-violence-and-abuse-doc-003.pdf>

¹³³ <http://www.ituc-africa.org/COMBATING-GENDER-BASED-VIOLENCE-COSI-BENIN-INVOLVES-JOURNALISTS-IN-THE-FIGHT.html>

<p>Kenya Hospitality/food</p>	<p>As part of IUF’s women’s project, the KUCFAW union has carried out training programmes to strengthen women unionists’ voices in campaigning for C190 and R206 and their implementation in the workplace, and empowering women to take up union leadership and shop steward positions. A forum was organized in 2019 between the national union confederation COTU and the Ministry of Labour, with representation from IUF affiliates.</p> <p>Key issues raised by unions included the need to address women’s safety and the organization of work on night shifts and the need to review workplace policies and guidelines on OSH. Training programmes are supported by an IUF Toolkit on C190 and R206.</p> <p>New issues that have come onto the agenda directly as a result of C190 include discussions about domestic violence as a workplace issue. This became very relevant for trade unions a result of the huge increase in domestic violence during the COVID-19 pandemic in Kenya.</p>
<p>Morocco Inter-sectoral</p>	<p>Awareness-raising has been an important part of the Coalition 190, a multistakeholder coalition, with the unions UMT and CDT holding three successful webinars during the pandemic involving stakeholders from government, employers, human rights and civil society organizations, the ILO and experts. They have taken part in a series of awareness-raising events that have highlighted the importance of ratification of C190, while also strengthening legislation to protect workers from violence and harassment. In addition, Coalition C190 has highlighted the importance of C190 during the pandemic when cases of domestic violence increased dramatically (IndustriALL 2021).</p>
<p>Nigeria Hospitality & food</p>	<p>The IUF Nigeria Council and the National IUF Women’s Project Coordination Committee (NPCC) drew up an Action Plan in 2019, immediately following the adoption of C190. Actions have included disseminating posters and flyers to raise awareness about C190 and R206 and regular workshops on violence and harassment, including training-the-trainers’ workshops. The two trade union centres in Nigeria, NLC and TUC, have also held conferences with invited representatives from the Government to advocate for ratification of C190.</p>
<p>Senegal Inter-sectoral</p>	<p>In Senegal the sustained awareness-raising and lobbying for the ratification of C190 has been led by the coordinating committee of trade union confederations affiliated to the ITUC (RENAFESS). This led to a formal partnership with the ILO regional office in Dakar in late 2021 and the ILO financed “the Caravan of Women” (<i>Caravane des Femmes</i>) which is raising awareness about violence and harassment at work and for the ratification of C190. The caravan is organized in four regions in Senegal.</p>
<p>South Africa Health</p>	<p>The healthcare union, HOSPERSA, was instrumental in the establishment of the National GBV Command Centre, which provides a national GBV help line and call back service. All workers are encouraged to use this hotline for support and to report cases of harassment and violence at work. Currently Hospersa is lobbying for a greater focus on sexual harassment at the workplace. HOSPERSA regularly lobbies for gender-relevant collective bargaining demands, has developed a peer-learning programme and is currently drawing up a manual to ensure gender sensitive bargaining. The union’s campaign “blow the whistles against GBV” encourages members to report cases of violence and harassment at work and is inspired by C190.</p>
<p>Steel and mining sectors</p>	<p>It has been harder to get GBVH addressed in male-dominated sectors such as mining and manufacturing, particularly because women are poorly represented at the bargaining table. In some countries, efforts have been made to ensure women’s representation in unions, through women’s structures, as exists in the South African NUM, to ensure women are on bargaining teams and joint health and safety committees. In NUMSA, efforts have been made to integrate gender equality into collective bargaining, with a focus on human rights violations against women and building knowledge and training for union reps on gender-responsive approaches to collective bargaining.</p> <p>Consultations with women workers in several regions and regional training programmes carried out prior to and during the pandemic addressed the interconnections between gender inequalities and risks of GBVH. NUMSA is currently rolling out training with a strategy that links GBVH to the gender pay gap, the undervaluing of women’s work and occupational segregation.</p>

<p>Uganda Hospitality, hotels, agriculture</p>	<p>Unions affiliated to IUF in Uganda have focused on awareness-raising and training since the adoption of C190, with the objective of empowering union leaders with the skills to negotiate for new clauses transposing C190 in their CBAs. From 2021, several unions commenced negotiations to have their CBAs amended, and to include new clauses on violence and harassment for the first time. Uganda has ratified C190 in August 2023.</p> <p>There has been extensive use of social media to raise awareness of about C190 and the prevention of violence and harassment, including a YouTube video,¹³⁴ and a leaflet “What we fear as women, we fight as a union”. Multistakeholder training has been carried out with employers, workers, CSOs, the Government, trade union national centres and members of parliament to raise awareness about domestic violence as an OSH issue. Further stakeholder engagement is planned on this issue in 2022, including a training-of-trainers programme.</p>
<p>ITUC-Africa</p>	<p>At the ITUC-Africa Congress held in Abuja in 2019, 45 women leaders of African unions signed a resolution urging governments to ratify C190 and calling on employers to commence negotiations on CBAs that address GBVH (ITUC-Africa 2019). The Abuja Congress led to a roadmap with actions focused on social dialogue, training and awareness-raising workshops about C190 and R206 and how violence and harassment can be addressed as an occupational safety and health and gender equality issue.</p>
<p>Asia-Pacific</p>	
<p>Bangladesh</p>	<p>Unions have been involved in awareness-raising through a Gender Platform, established in 2017 by six human rights and labour rights organizations, namely: Awaj Foundation, Bangladesh Institute of Labour Studies (BILS), Bangladesh Labour Federation (BLF), Bangladesh National Women Lawyers’ Association-BNWLA, and IndustriALL Bangladesh Council and Karmojibi Nari.</p> <p>The platform aims to create a work environment free of violence and sexual harassment. In 2018, it drew up a draft law on the prevention of sexual violence at the workplace, which has been used to raise awareness about sexual harassment. This objective gained further legitimacy after the adoption of C190.</p> <p>The issue became all the more important during the pandemic, because of the disproportionate impact on women in Bangladesh, which platform partners believe threatens to roll back decades of hard-won progress on the fight against inequalities between women and men. This issue has gained media attention. The Gender Platform, in association with the national newspaper, The Daily Star, organized a roundtable titled “Gender-based harassment and violence: Prevention requires coordinated initiatives” on 29 December 2021. A further Gender Forum, held on 8 March 2022, focused on the prevention on all forms of violence against women, with representatives from government departments, academic experts, CSO and Gender Forum members (AWAJ, BILS, BLF, KN, BNWLA, Fair Wear, MFNV and IndustriALL). Participants called for the enactment of the law on Prevention and Protection of Sexual Harassment and ratification of C190.</p>
<p>Cambodia Garments</p>	<p>A training-the-trainers programme carried out in 2020 and 2021 on integrating gender equality into collective bargaining held with garment sector unions, led to the development of a Toolkit, drawn up with the with the Cambodian Labor Confederation (CLC) and Coalition of Cambodian Apparel Workers Democratic Union (C.CAWDU), and with support from CNVI (CNVI 2021a).</p> <p>The 42 representatives of factory-based unions across Cambodia were given a mandate to take the learning from the training back to their factories. As a result of the training, collective agreements at factory level have been concluded using the framework of C190 and R206, resulting in the establishment of joint union-management complaints procedures and awareness-raising among workers about GBVH aimed at breaking the silence and victim-blaming on the issue.</p>

134 <https://youtube.be/ZBInLA5I55M>

<p>Indonesia Inter-Sectoral</p>	<p>During the pandemic, unions advocated for the ratification of C190, through social media and working with the coalition “End GBV at the workplace”. Training shifted online and a new focus was given especially to domestic violence, which negatively affected women during the pandemic, particularly in responding to the findings of the survey carried out in 2021, which found that women workers were disproportionately affected by the pandemic, socially and economically, while many were unaware of their rights (Bangum, Widana & Emeninta 2021).</p> <p>Training has focused on how unions can use C190 as a basis for their negotiations for collective bargaining, already achieved in three agreements signed by the garment sector. A training toolkit on gender equality and collective bargaining, with support from the Dutch CNVI, was used for the roll-out of training in 2022, through practical alignment with C190 and R206 covering workplace policies, risk assessments, domestic violence supports, protection and redress, and information and guidance in collective bargaining.</p> <p>KSBI has put efforts into raising awareness about the benefits of C190 with the employers’ association APINDO and the chamber of commerce KADIN, including employer roles in mitigating the effects of domestic violence.</p>
<p>Pakistan Inter-sectoral</p>	<p>The Women’s Chapter of the Pakistan Workers Federation (PWF) has played an active role in the campaign for the Ratification of C190 and has piloted a Workplace Redressal Mechanism for GBV. It initiated a high-level tripartite meeting, in collaboration with the Punjab Labour and Human Resources Department, in April 2021, aimed at gaining a commitment from stakeholders.</p> <p>The PWF and the Sialkot Chamber of Commerce and Industry also issued a joint letter to the Prime Minister in June 2021 urging the Government to take the formal steps to ratify C190. In addition, the PFW has established a framework for negotiations with companies, resulting in three companies (Forward Gear, Techno Sports and Shezan International) establishing complaints mechanisms and anti-harassment committees in their factories. PWF has developed a mobile application for workers to register complaints.</p>
<p>Philippines Inter-sectoral</p>	<p>Unions and other stakeholders have jointly committed to participate in the advocacy for the ratification of C190, and unions have used the standards as a basis for joint tripartite negotiations to end violence and harassment. A “Tripartite Leaders Forum” on C190 took place on 29 January 2021, as a step towards ratification. Participants included the Employers Confederation of the Philippines, the Philippine Chamber of Commerce and Industry, the Philippine Exporters Confederation, the Federation of Free Workers, Center for United and Progressive Workers (SENTRO), and the Trade Union Congress of the Philippines.</p>
<p>Türkiye Inter-sectoral</p>	<p>At the instigation of the HAK-IS trade union, a social dialogue platform was established in Türkiye in 2021 with participation of the ILO, UN Women, UNFPA, trade unions, employers and women’s associations, among other stakeholders, aimed at raising awareness about C190 and calling for its adoption.</p>
<p>Garments</p>	<p>The Turkish garment and textile sector union <i>Öz İplik-İş</i> commenced a project in 2019 “Eliminating violence and sexual harassment against women in the workplace”. The project is supported by the Government of Norway, with the aim of raising awareness about behaviours and conduct that are defined as violence and harassment, training about how to make ending violence as part of anti-discrimination struggles and improving trade union instruments and bargaining on the issue. At a practical level the project is addressing problems at work that may escalate into violence.</p> <p>To date nearly 1,000 union members in factories across the country have participated in training leading to improved understand of the forms that violence and harassment takes and how provisions can be negotiated into CBAs. It has involved coaching sessions for union members, victims of violence and harassment, and with perpetrators of violence and harassment in the workplace. The model CBA drawn up by the confederation <i>HAK-İŞ</i> has been used as a basis for negotiating CBAs. The national social dialogue platform, established by <i>HAK-İŞ</i> has been an important lever in starting negotiations using C190, which is addressed through short-term and long-term strategies.</p>
<p>Americas</p>	
<p>Argentina Transport</p>	<p>The union of truck drivers in Argentina (<i>Sindicato de Choferes de Camiones de Buenos Aires</i>) has recently addressed masculinized attitudes and behaviours that lead to violence and harassment at work in several short films made and acted by the workers themselves. They have played an important role in helping men to better understand the experiences of women, and also enabled them to recognise how they have been perpetrators themselves. The union has already seen changes in the attitudes of male workers as a result.</p>
<p>Canada Education</p>	<p>On 19 January 2022, CUPE launched “Tools for Post-Secondary Institutional Policies on Sexual Violence and Harassment”. CUPE has also drawn up a guide for post-Secondary Institutional Policies on Sexual Violence and Harassment.</p>

<p>Steel, mining</p>	<p>The United Steelworkers (USW) training programme “Be More Than a Bystander Break the Silence on Violence Against Women” has engaged male leaders to speak out about GBVH and intervene to stop it. The programme began as a partnership between the Ending Violence Association of British Columbia and the BC Lions Football Team, which led to the USW partnering with the Association to establish training for local union men to talk to members at workplaces about violence against women; the causes, prevalence, and types of violence that women face; and how to respond to violence including sexism and misogyny.</p> <p>An important part of the programme is that male unionists go on to train other members on confronting GBVH. It has had a huge impact, challenging perceptions and attitudes of men in the union. In 2021 USW partnered with the Canadian Football Players Association (CFLPA) with the aim to “break the silence” on GBV through a spokesperson from the training programme for male union members in Ontario, through 90-minute presentation to union members on how to work as male allies to end GBVH. The training programme was halted during COVID but was relaunched in 2022.</p>
<p>Chile Inter-sectoral</p>	<p>CUT/ITUC/CSI & FES produced a Briefing Note on the Importance of the Ratification of C190 in November 2020 . It outlines the different clauses of C190 and lists the relevant laws that reflect the obligations laid down in the Convention and the need to adapt some aspects of this legislation.</p>
<p>Costa Rica Inter-sectoral</p>	<p>Costa Rican Workers’ Confederation (CTRN) has run an online training course on women’s leadership and self-care in times of crisis, aimed at women members of CTRN women’s affairs offices and associated women directors. A further online course on C190 and R206 focused on the responses and recovery from the COVID pandemic. CTRN also undertook a survey on workplace violence and harassment, which was used to support the CTRN action plan pushing for ratification of C190. Both events were held under the auspices of the ILO Office in Costa Rica, with the support of the ILO Bureau for Workers’ Activities (ACTRAV) in Geneva. (Bastidas Aliaga 2020).</p>
<p>Nicaragua Inter-sectoral</p>	<p>In Nicaragua, the Federation of Women Domestic Workers and Allied Trades of Managua (<i>Federación de Mujeres Trabajadoras Domésticas y de Oficios Varios de Managua-FETRADOMOV</i>) has been disseminating information through social media, building alliances with other trade unions, and holding educational workshops about gender-based violence. The most active union members are from the Trans Women Domestic Workers Union (SITRADOTRANS). Their role in the campaign has helped to break through the traditional male-dominated union leadership and has also encouraged real inclusion and solidarity in the mobilization process to achieve ratification.</p>
<p>Peru Inter-sectoral</p>	<p>The Congress approved the ratification of C190 on 31 January 2022.¹³⁵ In addition, Law 31.188 came into force in May 2021 and regulates collective bargaining for the public sector, thus opening up the possibility of negotiations on issues related to violence and harassment in the world of work.¹³⁶ The unions have been very active in campaigning for its ratification.</p> <p>In 2020, the Impulsor Group of trade union centres (CGTP, CATP, CUT) and global unions was formed, with the support of Solidarity Center and the FES. The group formed three working groups on training, advocacy, and communications. It set up a WhatsApp group, a facebook page and a Twitter feed and held a number of public forums and organized a petition as well as a campaign called “Let’s cut the chain of violence”.</p>
<p>Europe</p>	
<p>Austria Public and private sectors</p>	<p>The Austrian trade union VIDA has a long-standing strategy and priority to address violence and harassment in the world of work. Actions include a trade union campaign¹³⁷ for the ratification of C190; union education and training on violence; and lobbying for stronger legislation with penalties against perpetrators of assaults in public transport (2017) and across the health sector (2020).</p> <p>There have been sector-specific actions in the railway sector, public transport and in health, social services and the social sector, and with regards to specific groups, such as women and LGBTI workers. During the pandemic the union engaged in further awareness-raising among staff representatives about domestic violence and violence enabled through the internet. Training has been provided to shop stewards about domestic violence and the union has worked together with women’s shelters and the White Ribbon campaign. A model company agreement has been drawn up to support negotiators and union representatives in their bargaining with companies.</p>

135 <https://elperuano.pe/noticia/138835-convenio-190-de-oit-instrumento-integral-contra-violencia-y-acoso>

136 <https://img.lpderecho.pe/wp-content/uploads/2021/05/Ley-31188-LP.pdf>

137 www.tatortarbeitsplatz.at

<p>Denmark Hotel/restaurant sector</p>	<p>“Just for Fun: Bullying and Sexual Harassment Guidelines” have been drawn up by the Danish union 3F in collaboration with the employer, HORESTA, on preventing and addressing sexual harassment for companies in the hotel and restaurant sector, which was disseminated to all members. The guidelines underscore that companies have a responsibility to ensure a good work environment. This presupposes, among other things, that everyone in the workplace is aware of what is expected in terms of tone of voice and behaviour, but also that it is clear what is not acceptable in the workplace. Guidance is divided into two parts: unwanted behaviour and how to deal with concrete situations when abuse happens.</p>
<p>Metal</p>	<p>In 2021, Dansk Metal commenced a project with the employers with the aim of preventing sexual harassment in 10 companies in the automotive sector, with the aim to create real change in the workplace culture. It was a response to survey data collected by Dansk Metal showing a high incidence of sexual harassment in the male-dominated automotive sector. As well as addressing sexual harassment against women, focus is given to racialized harassment and harassment against LGBTI workers. Dansk Metal, along with other unions, is involved in a two-year (2021–2022) tripartite negotiations together with the Ministry of Employment on a new sexual harassment law.</p>
<p>Israel Inter-sectoral</p>	<p>The <i>Histradrut</i> trade union has with its women’s organization <i>Na’amat</i> carried out a range of campaigns to end GBV, including on domestic violence and sexual harassment. In 2020 a series of video clips were launched to mark the International Day for the Elimination of Violence against Women entitled “Don’t Leave Her Alone. My Sister’s Keeper”, which has a focus on economic abuse.¹³⁸</p> <p>Women affected by domestic violence, which increased during the pandemic, were encouraged to seek help and call the <i>Na’amat</i> hotline. A joint agreement, dating back to 2016, by the <i>Histradrut</i>-General Federation of Labour in Israel, <i>Na’amat</i> and the Presidium of Business organizations sets out obligations on the parties to work together to raise awareness about domestic violence and provide assistance to victims.</p>
<p>Switzerland Inter-sectoral</p>	<p>UNIA has worked with other unions and the trade union centre, USS, to carry out advocacy in the Swiss Federal Council to call for the ratification of C190. The Convention is currently undergoing legal analysis and will then be submitted to the Swiss ILO Affairs Tripartite Commission. In addition, the Federal Council has adopted a new National Strategy for Gender Equality in 2021, which includes measures to combat violence and sexism at work.</p>
<p>United Kingdom Public and private sectors</p>	<p>The union Unite has held an awareness-raising campaign on sexual harassment, which addresses sexual harassment and for dignity at work for women and LGBT+ members. The union supports its union representatives in raising awareness about the issue through surveys, by addressing safeguarding policies, and through measures to tackle workplace bullying and harassment.</p>
<p>Public services</p>	<p>UNISON issued guidance in 2021 on “Bargaining over workplace issues during the COVID-19 pandemic”.¹³⁹ The guidance reinforced the importance of employers’ obligations on the Management of Health and Safety at Work Regulations where employers need to assess the risk of violence and abuse from the public and put in place measures to protect staff. It highlighted the importance of employers taking a zero-tolerance approach to any forms of bullying and harassment at work and for them to “have robust policies to protect workers from harm”. Specific guidance is given on domestic violence and information about support services in the community.</p>
<p>European ETF</p>	<p>ETF Guidance (2020) for transport unions on violence and harassment against women, includes guidance on drawing up a comprehensive workplace policy and a step-by-step guide to carrying out gender-responsive risk assessment. The guidance is aimed at supporting union negotiations on violence and harassment. The ETF guidance, which was also tailored to specific challenges arising from the pandemic, drew on many years of campaigning, advocacy and negotiations by transport unions nationally, at the European level and globally.</p>

¹³⁸ <https://www.youtube.com/watch?v=0UEy9gjpLr0&>

¹³⁹ <https://www.unison.org.uk/content/uploads/2022/03/COVID-19-Pandemic-Bargaining-over-workplace-issues-during-the-COVID-19-pandemic-v55.pdf>

<p>Media, entertainment & arts</p>	<p>UNI-Europa’s toolkit for the media, entertainment & arts (EURO-MEI) in February 2021 “Preventing and addressing violence and harassment in film and TV production” is framed around the definitions and scope of C190, including definitions of GBV (Article 1), and the obligations on governments (Article 9) and employers. It notes that the workforce is predominantly freelance so that unions are often the only port of call for isolated workers. The toolkit argues that a key role of unions is to remind employers of their legal obligations.</p> <p>It provides examples of union action from across the world. In November 2020 the ILO published a policy brief on sexual harassment in the entertainment industry with the results of a survey carried out by the ILO with the International Arts and Entertainment Alliance (IEAE), which is made of three global federations: FIA (International Federation of Actors), FIM (International Federation of Musicians) and the global union UNI-MEI. In the survey responses, from 74 trade unions from 42 countries, 86% stated that sexual harassment was a concern for their members and affiliates. 38% of survey respondent referred to incidents of sexual harassment reported by their members in the last 12 months.</p>
<p>Global</p>	
<p>Global UNI LGBTI</p>	<p>UNI established a global LGBTI+ network in 2020. At the second meeting of the network in February 2022, a report was launched of a UNI global survey¹⁴⁰ on discrimination and other issues faced by LGBTI+ workers, as well as union perceptions about LGBTI+ rights at work.</p> <p>The survey found that 68% of all respondents expressed seeing, hearing or experiencing some form of discrimination, harassment or violence towards LGBTI+ workers. Verbal violence was the most common form of discrimination.</p> <p>The majority of respondents highlighted the need for unions to carry out campaigns, awareness-raising and training on LGBTI+ issues and implement clauses in CBAs which enshrine LGBTI+ rights at work. There were over 1,300 responses from over 51 countries and 120 unions to the survey. The meeting also heard from the experiences of LGBTI+ workers from Spain, Denmark and Colombia.</p>
<p>Global, UNI</p>	<p>UNI Global Union’s “Break the Circle” campaign raises awareness about violent attitudes and actions. As part of this, the campaign “I am man enough” challenged the notion of violence being a woman’s issue only and aimed to raise awareness that GBVH is a problem that concerns both men and women, and that men can also be agents of change.</p>
<p>Global IndustriALL</p>	<p>IndustriALL’s strategy has focused on two issues: first to address risks of GBVH and implement training; and second, to raise awareness about GBVH to inform the campaign for the ratification of C190 among affiliates.</p> <p>In 2021 IndustriALL conducted research on risks of and strategies to address GBVH in the garment, mining and electronics sectors.¹⁴¹ An IndustriALL global women and mining network was established in 2021 with a priority to address GBVH, including how gendered labour and workplace cultures lead to risks of sexual harassment, rape and femicide against women working in mining.</p> <p>Specific sectoral campaigns have also been run by IndustriALL’s affiliates. One example is an alliance between IndustriALL’s Southeast Asia office and Cambodian trade union affiliates that led to a campaign for ratification of both C190 and the ILO’s maternity rights Convention, 2000, (No. 183) for a minimum of 14 weeks paid maternity leave. The online campaign aims to create awareness of both C190 and C183. The campaign took place during the pandemic through online communications and social media.</p> <p>In 2021 IndustriALL launched a global training programme, drawing on evidence collected in the research in the mining, garments and electronics sectors. The training programme and toolkit is organized around three modules that, first, address definitions of GBVH and risks of GBVH; second, negotiating agreements and workplace policies to prevent and address GBVH, and carrying out risk assessments and prevention programmes; and third, building trade union strategies to end GBVH. IndustriALL’s regional officers have been through the training and have been provided with guidance and support in running national training in their regions and subregions.</p>
<p>Global IndustriALL Mining</p>	<p>In May 2021, IndustriALL held the first global meeting on women and mining.¹⁴²</p> <p>Violence and harassment against women was a prominent issue discussed at the meeting. Representatives from mining unions across the world spoke of sexual harassment and sexual violence being sustained by unequal power relations and a masculinized culture at work and in the family.</p>

¹⁴⁰ <https://uniglobalunion.org/news/uni-equal-opportunities-publishes-survey-on-issues-faced-by-lgbti-workers/>

¹⁴¹ Risks of gender-based violence and harassment: union responses in the mining, garments and electronics sectors (2022) https://www.industrialunion.org/sites/default/files/uploads/images/Women/GBVH/final_gbvh_report_05042022.pdf

¹⁴² <https://www.industrialunion.org/women-miners-confronting-gender-inequality-together>

Global Education	The Latin American Office of Education International (EIAL) produced an explanatory brochure on “Working without Violence or Harassment”. ¹⁴³ Available in English and Spanish, it outlines the main contents of the C190 and R206 and provides trade unions with tools to promote ratification. It forms part of a ratification campaign launched by Education International Latin America Region and the Women Education Workers Network.
ITC-ILO ACTRAV	The ITC-ILO ACTRAV training programme has aimed to build union strategies around the implementation of C190 and R206. They include online training, webinars and distance learning programmes. Examples include a three-week online global training (14 September – 10 October 2020) attended by over 100 trade union leaders from 46 countries, during which time participants shared their campaigns and planned future campaigns and activities. A further five-day training programme, was held in December 2020 for unions in Russia and Eastern and Central Europe, where unions participated in webinars and distance learning. Existing union initiatives and campaigns were shared by the Georgian Trade Union Confederation (GTUC), the Confederation of Free Trade Unions of Ukraine (KVPU) and Confederation of Trade Unions Albania (KSSH), among others.
Global unions	The joint global union publication of a “Train the Trainers Toolkit: Violence and harassment in the world of work” provides a wealth of resources and guidance for facilitators in raising awareness about GBVH and C190 and R206 among unions to inspire them to campaign for ratification and to use C190 in their negotiations, for example, by including model language for CBAs and practical suggestions for negotiations (ITUC/GUFs 2021). The Toolkit helped strengthen global union advocacy on ending violence and harassment, which become all the more urgent during the pandemic. The Toolkit was launched at a webinar organized jointly by the ITUC and GUFs and hosted by UNI global union on 25 June 2021. The webinar heard about the importance of strengthening union bargaining strategies aligned with C190 and R206. Union leaders from Botswana, India and Pakistan, gave examples of how C190 had been a catalyst for bargaining and for improving working conditions and safety at work for transport workers and journalists, and in addressing a massive increase in online abuse and cyberbullying and physical abuse and murders of women journalists in Pakistan.
ITUC Regional training	ITUC training covering in all regions in 2020 aimed to foster a deeper understanding of C190 and R206 and to support their integration into CBAs and tripartite social dialogue with governments and employers. This was also designed to support the priority that each ITUC region develop strategies for ratification and implementation of C190, review their national laws, negotiate workplace policies on violence and harassment and ensure that union representatives were equipped to handle complaints on violence and harassment.
Global unions	Collaboration between global unions (ITUC and GUFs) led to jointly produced information sheets, resources and posters in under the banner “It Can Change Lives”. ¹⁴⁴ Regular joint statements were issued, for example, on UN Day for the Elimination of Violence against Women in 2019, 2020 and 2021. The COVID-19 pandemic led to further global union collaboration through three pillars linked to the theme “gender equal new normal” linked through three pillars. The first pillar called for the universal ratification of C190 and its effective implementation, while the other two pillars focused on the need for a new gender-equal social contract to build resilient societies and economies, and a new gender normal in the care economy. A range of initiatives were held, including #GenderEqualNewNormal webinar series: “Women workers in the front lines” (19 May 2020), “Stopping GBV in the midst of a pandemic” (2 June 2020), and “A world ahead based on gender equality” (16 June 2020) (ITUC 2020).

¹⁴³ <https://ei-ie-al.org/recurso/working-without-violence-or-harassment>; <https://ei-ie-al.org/recurso/trabajar-sin-violencia-ni-acoso>; <https://www.youtube.com/watch?v=K5Nib8FG0-s>

¹⁴⁴ <http://www.industrial-union.org/ilo-convention-190-on-violence-and-harassment-in-the-world-of-work> and IFJ: <https://www.ifj.org/actions/ifj-campaigns/ilo-convention-190-it-can-change-lives.html>

► Appendix 2: Violence and harassment in GFAs, joint commitments and memoranda of understanding

Agreed after the adoption of C190 (June 2019)	
<p>ENGIE and PSI, BWI, IndustriALL (local unions CGT, CFE-CGC, CFTD, FO)</p> <p>Global Framework Agreement on Fundamental Rights and ENGIE'S Social Responsibility, 2022¹⁴⁵</p>	<p>The GFA with the energy multinational, ENGIE, signed on 20 January 2022, covers fundamental rights, health and safety and quality of life at work, social protection, employment and skills development and social dialogue. It applies to all Engie operations worldwide, made up of 170,000 workers in more than 70 countries. An important element of this is that human, labour and trade union rights will be incorporated into the Engie's procurement policy and compliance with these rights is a criterion both for selecting new suppliers and retaining existing ones. The GFA makes clear commitments to respect for and compliance with international standards, including preventing and fighting all forms of harassment. Under Article 6 on preventing and combating all forms of psychological and sexual harassment, it is committed to a work environment with respect and dignity, and rejects any form of harassment, abuse or violence. Clear definitions are given of psychological and sexual harassment, and for the implementation by ENGIE and its subsidiaries of systems for support, investigation and protection for employees who are victims of moral or sexual harassment. Specific reference is made to C190: "ENGIE defends and promotes C. 190 of the ILO as part of its activities, even in countries that have not yet ratified it". Specific reference is also made to LGBTI+ rights. A commitment is made to training on the basis that it fosters a work environment free from harassment and violence. In addition, the GFA agrees for the parties to continue discussions on union participation in both due diligence risk mapping and monitoring and Engie's whistleblower alerts system, which could potentially impact on the prevention of violence and harassment. An annual world joint union-employer forum is to be established to monitor the implementation of the agreement.</p>
<p>RIU Hotels & Resorts and IUF</p> <p>Agreement to eradicate sexual harassment, 2021¹⁴⁶</p>	<p>The Joint Commitment with the Spanish hotel chain called RIU, signed on 4 November 2021, is proactive in its commitment to addressing sexual harassment with explicit reference to C190. It complements a second agreement on trade union rights and collective bargaining signed at the same time, covering a workforce of more than 24,000 workers in 24 countries. Although the agreement does not refer directly to COVID, both management and unions recognized the additional risks of sexual harassment arising from the pandemic in the hotel sector. As part of this, RIU management is committed to ensuring their hotels become sexual harassment free zone wherever they are located. The Agreement on sexual harassment is the first global hospitality agreement that is built around the architecture of C190, it defines the relevant parts of C190 and refers to the definition of sexual harassment as discrimination under C111 and it gives examples of sexually harassing conduct and characteristics. In addition, the agreement refers to violence and harassment in the world of work in line with C190. Furthermore, it recognises that "sexual harassment can also affect men or be based on sexual orientation and these cases should be dealt with within the same framework". It recognises that sexual harassment can be perpetrated by employees at all levels, but also suppliers or customers in the provision of goods and services.</p> <p>The agreement commits RIU to ending sexual harassment at work and "RIU and the IUF believe that a zero tolerance policy on sexual harassment is necessary in order to prevent sexual harassment at work and provide solutions. This policy takes into account the importance of health and safety at work and the need to protect the dignity and rights of all persons employed by the Group or who operate on behalf of RIU". Principles and procedures in the agreement cover: dissemination of detailed information and training about the zero tolerance policy; inclusion of sexual harassment and associated psychosocial risks in the management of safety and health at work and to adopt measures to prevent and control risks identified; and implementation of sanctions. Application will be through local agreements in each country where unions will be involved in the "design, implementation and monitoring" of policies, procedures and the integration of sexual harassment in occupational safety and health. Meetings took place immediately after signing the agreement and a reporting mechanism is currently being established.</p>

145 https://pop-umbrella.s3.amazonaws.com/uploads/cdf41b38-b244-4f8a-874c-2164e5f6e6ba_EN_-_ACI_ENGIE_vdef2_oct_2021.pdf?key=

146 <https://www.iuf.org/news/new-agreements-with-riu-hotels-resorts-on-union-rights-and-sexual-harassment/>

<p>Joint Declaration H&M Group and IndustriALL on the economic and social recovery during the COVID-19 crisis, 2021¹⁴⁷</p>	<p>The Joint Declaration signed on 15 March 2021 aimed to address the pressure facing the global garment industry during the COVID crisis. It re-affirmed the commitment to safeguard workers' rights and working conditions, and support the economic and social recovery of the industry from the COVID-19 crisis. It covers, the strengthening of the respect of freedom of association and collective bargaining rights along H&M's supply chain; promoting social dialogue at all levels as the main way to solve conflicts; reaffirming the commitments for responsible purchasing practices through stable orders, fulfilling the payment terms and by fostering conditions that allow suppliers to honour payments to workers and to preserve the level of employment and income; requiring all direct suppliers and their subcontractors to implement necessary special protective measures and provide necessary protective equipment; and working jointly with governments and business organizations to promote their engagement under the ILO Call to Action.¹⁴⁸ (See below H&M GFA, 2015). Although not specifically referring to violence and harassment, these commitments were important to ensuring social dialogue and stability of payments at a time of much higher risks of violence and harassment.</p>
<p>Inditex and IndustriALL Joint Statement to support the economic and social recovery of the global garment industry through COVID-19 crisis, 2020</p>	<p>The Joint Statement signed on 4 August 2020 builds on the long-standing partnership through the GFA first signed in 2007 and last renewed in 2019 between Inditex. It re-affirms the commitments to work together to support the economic and social recovery of the global garment industry through the COVID-19 crisis along with global and national relevant stakeholders. It covers freedom of association and collective bargaining, social dialogue, occupational health and safety, social responsible practices and the stability of payments. The joint statement seeks to "re-affirm their commitments to work together to support the economic and social recovery of the global garment industry through COVID-19 crisis along with global and national relevant stakeholders". It states that "In order to minimize the impacts of the global COVID-19 pandemic, Inditex and IndustriALL Global Union publicly reaffirm and strengthen their commitments to work together with the suppliers". On health and safety it states that "to ensure the health and safety of all workers throughout the Inditex supply chain. [...] Both organizations agree to work along with national and international organizations (i.e. ILO) on specific guidelines as suppliers resume normal operations". This will be monitored by Inditex and the Global Union Committee established under the renewed GFA (Global Framework Agreement) in collaboration with the relevant stakeholders. These measures were important in addressing the much greater vulnerability of garment workers to violence and harassment during the COVID crisis.</p>
<p>IndutriALL-Groupe Renault GFA Building the world of work together within Groupe Renault (2019)¹⁴⁹ and Addendum to the global framework agreement setting out the conditions for remote working by Renault Group employees, 2021</p>	<p>The GFA was signed on 9 July 2019 by the ten trade union federations and unions represented in the Group Works Council, complementing the GFA signed on 2 July 2013. It addresses many of the new challenges in the world of work and provides a basis for social dialogue at group and local level. It offers the possibility and encourages the launching of new initiatives, as well as finding relevant pragmatic solutions to improve employees' life at work, through the negotiation of local agreements. The agreement promotes a sustainable approach and addresses several aspects of life at work and well-being for workers, including digitalization. It is based on five fundamental principles: a dialogue on the evolution of the world of work; a collaborative management system; a sustainable commitment to inclusion; work-life balance; and adaptation of the working environment. The agreement reaffirmed the commitment to respect fundamental social rights and the "expanding role of digital technologies is transforming and will continue to transform the world of work". Specific reference is made to violence and harassment: "The signatories disavow any form of violence at work, harassment in all its forms, in particular sexual or moral, or discrimination with regard to employees". It goes on to say that "Groupe Renault commits to taking suitable actions as quickly as possible, in particular via the Ethics Committee and the Human Resources function, to prevent, stop and sanction any unacceptable conduct". A professional alert system is established to guarantee the confidentiality and the protection of whistleblowers. It stresses the importance of mutual respect and "no incivility in the workplace" in either internal or external relations. Awareness-raising and training initiatives are proposed on these subjects throughout Renault Group.</p>

¹⁴⁷ https://www.industrial-union.org/sites/default/files/uploads/documents/2021/SWITZERLAND/hm_and_industrial_global_union_joint_declaration_2021.03.041.pdf

¹⁴⁸ https://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---dialogue/documents/genericdocument/wcms_742371.pdf

¹⁴⁹ www.industrial-union.org/sites/default/files/uploads/documents/GFAs/Renault/GFA2019/acm_du_9_juillet_en.pdf

<p>IndustriALL-Groupe Renault</p> <p>GFA Building the world of work together within Groupe Renault (2019)¹⁵⁰ and Addendum to the global framework agreement setting out the conditions for remote working by Renault Group employees, 2021</p>	<p>An addendum to the GFA on Telework¹⁵¹ was agreed on 29 April 2021, specifying conditions for remote/hybrid work in a rapidly changing world of work to be implemented through local agreements.¹⁵² It provides for a hybrid work organization to get the best out of remote and face-to-face work. The aim is to strengthen employees' work-life balance, and specifically includes the right to disconnect outside of normal working hours where "they are not required to respond to any emails or phone calls they receive and should do their best to limit their own messages and calls to exceptional emergencies, relating exclusively to the security of employees and/or customers". In relation to violence and harassment the addendum states: "More specifically, the signatory parties disavow any form of violence at work, harassment or discrimination against its employees (ILO Convention no. 190). Any employee who notices inappropriate actions and behaviour in relation to remote working situations, and particularly violence, harassment or discrimination at work, may therefore use the whistleblowing system, in complete confidentiality and with protection, as already specified in the 2019 framework agreement". In 2021 in France, negotiations commenced between Renault Group and trade unions to define and implement a new organization within the framework of this agreement.</p>
<p>ENI-IndustriALL</p> <p>Memorandum of Agreement 2021,¹⁵³ supplementing the 2019 renewal of GFA on International Industrial Relations and Corporate Social Responsibility¹⁵⁴</p>	<p>The ENI Italian multinational company and IndustriALL signed a renewed GFA 21 June 2019, the same day the ILC adopted C190. ENI is an Italian energy company with 31,000 employees in 67 countries worldwide. In the renewal of the agreement a paragraph was added to the GFA forbidding any form of violence or harassment, either sexual or based on personal and cultural diversity, without exception, and affirming that that the parties will not tolerate harassment, violence or bullying of any kind, whether inside the workplace or outside. Among other provisions on respect for international labour standards, improving working conditions in supply chains, maternity protection, sustainable development and environmental protection, the renewal of the GFA added new measures to improve the human rights due diligence process to ensure its alignment with the UN guiding Principles on Business and Human Rights. In relation to discrimination the GFA specifically commits to preventing all forms of discrimination and harassment at work by ensuring a "non-discriminatory working environment free from any kind of harassment or oppression". A separate clause is included on Combatting Violence and Harassment in the Workplace" noting that "The parties will not tolerate harassment, violence or mobbing of any kind whether inside the workplace, which is any place where employees perform work activities, or outside the workplace with respect to relationships established during the course of work activities. Any form of violence or harassment, either sexual or based personal or cultural diversity is forbidden, without exceptions".</p> <p>The GFA was supplemented by an MoU on the implementation of C190, on 3 December 2021. The MoU was initiated as a result of a commitment to update the GFA following the ratification of C190 in Italy. The MoU states that "Eni acknowledges the importance of a work culture based on mutual respect and human dignity with a view to preventing violence and harassment, including gender-based violence and harassment in the workplace...The parties hereby agree that any form of violence and harassment in the workplace shall not be tolerated". The zero tolerance policy aims to protect all workers, regardless of their contractual status. The MoU updates the clause on violence and harassment in the GFA in order to implement C190 and R206. This states that "ENI forbids, without exception, every form of violence and harassment at work, including gender-based violence and harassment: it therefore offers extensive protection against such conduct particularly for women and those who are most vulnerable or in situations of vulnerability". It recognises that "developments in new technology and new work methods" and addresses violence and harassment "occurring in the course of, linked with or arising out of work" including the use of digital tools. In promoting a work culture of respect, Eni has established special reporting channels for the timely handling of cases, which will be investigated, with the guarantee of confidentiality and non-retaliation. Furthermore, through the use of "in-house regulatory instruments" emphasis is given to preventing, recognising and tackling risks of violence and harassment, including gender-based violence and harassment. A commitment is made to monitoring the implementation of the provisions in C190 and R206 through the annual monitoring meetings.</p>

150 www.industriall-union.org/sites/default/files/uploads/documents/GFAs/Renault/GFA2019/acm_du_9_juillet_en.pdf

151 https://www.industriall-union.org/sites/default/files/uploads/documents/2021/France/addendum_english.pdf

152 <https://www.industriall-union.org/industriall-and-renault-sign-agreement-on-telework>

153 https://www.industriall-union.org/sites/default/files/uploads/documents/GFAs/Eni/2019/gfa_eng.pdf

154 https://www.eni.com/assets/documents/global-framework-agreement_eng.pdf

<p>IndustriALL-Daimler</p> <p>Agreement on Principles of Social Responsibility and Human Rights, 2021¹⁵⁵</p>	<p>The renewed agreement was signed by Daimler corporate management, the Daimler World Employee Committee and IndustriALL Global Union on 1 September 2021. It is one of a new generation of GFAs that refers to C190 as part of a suite of policies relating to equal opportunities and human rights principles, without going into detail what this means in practice for the company or workers. In this respect, the agreement commits to implementing ILO fundamental labour rights including the commitment to find solutions in countries that have not ratified them, including through binding measures on management. It notes commitment to ensuring that ILO convention 190 on violence and harassment at work is an integral part of the company’s policy on equal opportunities and non-discrimination. In addition, the agreement contains a number of innovations that are equally relevant to violence and harassment, including the role and the protection of human rights defenders and whistleblowers, and in relation to protections on digitalization the agreement stresses the importance of data protection and the use of artificial intelligence. A further important part of the agreement covers policies and mechanisms on human rights due diligence along entire supply chains, which includes requirements for business partners and suppliers to following the same principles.</p>
<p>IndustriALL-Anglo American MoU, 2021</p>	<p>The agreement with Anglo American gives a strong commitment for ILO fundamental rights at work and puts in place mechanisms to ensure a permanent monitoring of workers’ effective access to these fundamental rights, which has become all the more urgent with COVID-19. Anglo American is the world’s largest producer of platinum, and a major producer of diamonds, copper, nickel, iron ore, and metallurgical and thermal coal, with 90,000 employees. The MoU states that a global dialogue mechanism is to take place at least twice a year providing a mechanism for collaboration on health and safety issues at work, including gender-based-violence, along with Anglo American’s code of conduct and matters of shared interest such as new technologies. An important element of this is to have a continuous dialogue and joint action on COVID-19 responses to mitigate the impact on workers and communities, as well as a dialogue on achieving a Just Transition for coal industry workers. The MoU results from a process that began at the height of the commodities crises when workers across the mining industry were losing their jobs and protests and strikes characterized industrial relations. COVID-19 brought another testing period for the mining industry but also proved an opportunity for further dialogue and collaboration between the two parties.</p>
<p>Inditex and IndustriALL GFA, 2019</p>	<p>The GFA originally signed in 2007 and renewed in 2014 addresses decent work and observance of international labour standards and the importance of freedom of association and the central role of collective bargaining in a sustainable supply chain as this provides workers with mechanisms to monitor and enforce their rights at work. The annex to the GFA includes provisions on “non-discrimination” and “No harsh or inhumane treatment’ on the basis that “Manufacturers and suppliers shall treat their employees with dignity and respect. Under no circumstances shall physical punishment, sexual or racial harassment, verbal or power abuse or any other form of harassment or intimidation be permitted”. The renewal of the GFA on 13 November 2019, led to the establishment of a global union committee, with the aim of sharing best practices on freedom of association and the right to collective bargaining across the industry. The committee will be made up of union representatives from Inditex’s six main production clusters around the world and representatives from IndustriALL Spanish affiliates CCOO and UGT. Through the global union committee, local union representatives will participate more directly in how the GFA is applied and have the chance to receive advice from union experts, as was stipulated in the expansion of the agreement agreed upon in 2016. The agreement provides for the establishment of joint capacity building and training policies and programmes that involve the workers at Inditex factories and suppliers, in order to make progress on the promotion of social dialogue, purchasing practices and their impact on workers, gender equality and rights and duties at work, all of which are factors that are closely related to the prevention of violence and harassment. Specific reference is made to C1909 in the list of International Labour Standards that the parties are committed to implementing.</p>

¹⁵⁵ <https://www.industrialunion.org/industrial-and-daimler-sign-innovative-global-agreement>

<p>Orange and UNI. Global agreement on workplace gender equality within the Orange group, 2019¹⁵⁶</p>	<p>The GFA between Orange and UNI (2019), signed on 17 July 2019, covers gender equality, combating discrimination and violence, and work-life balance. It was one of the first GFAs to refer explicitly to both C190 and to domestic violence as a workplace issue: “Orange complies with the Convention concerning the elimination of violence and harassment in the world of work, adopted by the General Conference of the International Labour Organization on 21 June 2019, which is currently pending ratification by the member states” (Article 8). In addition to provisions on prevention of violence and harassment at work, the agreement sets out enhanced support for victims of domestic violence, including special work time arrangements, relocation, and emergency economic support.</p> <p>The agreement is the first of its kind to recognize that obligations outside of paid work, such as the role of primary caregiver, can impede women’s ability to gain employment and to advance in the job. It addresses the right to disconnect and access to flexible working solutions and teleworking as an issue of gender equality. On telework, “Orange encourages pilots and negotiation of teleworking agreements in the subsidiaries”.</p> <p>The agreement will be implemented through social dialogue and collective bargaining at the local level in order to adapt it to local circumstances, and includes the establishment of local committees on workplace equality, as well as a network of designated workplace equality officers in all larger subsidiaries of Orange. Of importance is that the agreement covers joint monitoring of the implementation of the agreement, which is crucial in holding parties to the agreement accountable for implementation.</p> <p>Article 7 and 8 of Chapter 4 of the agreement specifically focuses on “Combating Discrimination and Violence”. Article 8 states: “The Group is committed to combating sexism and harassment in all its forms, be it physical, sexual and/or psychological, everyday violence in the workplace, and improper behaviour of any kind. Any behaviour affecting the dignity of women or men in the workplace, or which creates an intimidating, hostile, degrading, humiliating or offensive environment, undermining the respect due to every individual, goes against Orange’s fundamental values”.</p> <p>The agreement commits the company to prevent, detect and address situations involving violence and harassment. In line with C190, it includes enhanced support for victims/survivors of domestic violence. The company and union offer special work time arrangements, relocation, emergency accommodation assistance, emergency economic support, as well as referral to external organizations. The agreement emphasises the role of social dialogue and collective bargaining in implementing the agreement at the local level, through the establishment of local committees on workplace equality, and a network of workplace equality officers.</p>
<p>AccorInvest and IUF Agreement on Fighting Sexual harassment, 2019¹⁵⁷</p>	<p>The agreement signed on 15 July 2019 sets out a zero tolerance policy on sexual harassment and recognizes the indispensable role of unions and collective bargaining in its elimination from the workplace. A comprehensive gender-aware process covers the implementation of the policy addressing prevention, complaints handling and sanctions. It gives detailed definitions of sexual harassment, including as a form of discrimination as defined in ILO Convention 111, the harm it causes and the disproportionate impact on women. The parties to the agreement affirm their commitment to ILO core conventions and fundamental workers’ rights, recognising the importance of social dialogue within the human rights due diligence framework. The agreement underlines the importance of a zero tolerance policy and for this purpose best practices will be communicated to ensure that actions are implemented. Local implementation will be carried out with trade unions in each country; this will involve training and awareness-raising and for workers and customers will be informed of the policy.</p> <p>AccorInvest commits “to engage the companies managing its establishments to ensure that its customers are informed, by all means necessary, of the zero-tolerance policy on sexual harassment and that measures may be taken against them that go beyond those provided by law, including expulsion, following a complaint of sexual harassment made by a worker or a customer”. Progress in implementation will be jointly evaluated on a regular basis. It is the first agreement in this area signed by the IUF following the adoption of ILO C190.</p>

¹⁵⁶ https://www.uniglobalunion.org/sites/default/files/files/news/orange_-_uni_global_agreement_on_workplace_gender_equality.pdf
¹⁵⁷ https://www.iuf.org/wp-content/uploads/attachments/ACCORINVEST-IUF_agreement_on%20Sexual_Harassment_FINAL-e.pdf

<p>EDF- IndustriALL-PSI and 15 national unions from EDF in France, Germany, Italy, Brazil, Belgium, and China, 2021¹⁵⁸</p>	<p>The agreement, signed on 10 December 2021, extends the 2018 agreement a further two years (2022-2024). The agreement applies to all EDF operations worldwide, covering over 160,000 workers in 24 countries. The 2018 agreement includes provisions on combating all forms of harassment and violence in the workplace. Out of respect for individuals, the signatories will not tolerate harassment or violence of any kind, whether inside the workplace, which is any place where employees perform work activities, or outside the workplace with respect to the professional relationships established during the course of work activities. The EDF Group undertakes to protect its employees from all forms of violence, abuse and harassment in the workplace. More specifically, each Group company will take the measures necessary to prevent and remedy harassment, physical and psychological violence, and GBVH. They will ensure that all employees are made aware of and trained about the risks of harassment and how they can prevent them and combat such practices. The Group, in cooperation with the employee representatives, in each company, undertakes to develop and implement a prevention and action programme in the workplace. Group employees will receive training and awareness development on these issues, as well as on the related policies and procedures.</p>
<p>Arla and IUF Agreement to fight sexual harassment, 2019¹⁵⁹</p>	<p>The Danish multinational food company Arla Foods (ARLA) and IUF signed the agreement to fight sexual harassment on 27 September 2019 and it is being implemented in all of Arla's operations. The agreement recognises that sexual harassment is a form of sex discrimination. It defines sexual harassment as unacceptable behaviours of a sexual nature which are offensive to the person to which the behaviour is directed. It notes that sexual harassment can be perpetrated by colleagues, supervisors and managers but also by subcontractors, suppliers or third-parties providing goods or services to Arla facilities. The agreement refers to ILO core Conventions, including sexual harassment as a form of discrimination (ILO Convention 111). The agreement calls for a zero tolerance approach to sexual harassment and commits the parties to develop concrete actions, based on good practices, to prevent and end sexual harassment in the workplace. Training and awareness-raising activities will be held. A gender aware procedure regarding sexual harassment in the workplace will be drawn up, with a victim-centred approach and an effective system for reporting and resolving incidents of sexual harassment, including investigations that are treated with confidentiality and neutrality. The agreement states that perpetrators will be held accountable and that there will be no retaliation or threats against people who report sexual harassment. The implementation of the agreement will be monitored on a regular basis and the parties agree to review procedures to evaluate progress through regular joint meetings.</p>
<p>Siemens Gamesca- IndustriALL GFA on Social Responsibility, 2019¹⁶⁰</p>	<p>The agreement with Siemens Gamesca, a world leader in wind turbine manufacturing, on 25 November 2019, covers 23,000 Siemens Gamesca workers in 90 countries. The renewal agreement strengthens the company's commitment to human rights, the environment and sustainable jobs. It commits Siemens Gamesca to adhere to UN core human rights standards as well as ILO fundamental labour conventions concerning freedom of association and collective bargaining, forced labour, child labour and exploitation, and discrimination. Respect for and the application of ILO C190 is included in a list of ILO conventions on fighting discrimination. In addition to other new clauses, the agreement puts stronger demands on suppliers and contractors on the rights of workers in their supply chain, particularly concerning health and safety, quality of work life balance and the working environment. A plan for due diligence based on OECD recommendations is also signalled. The monitoring of the agreement (through an agreed set of indicators) will take place through the joint Global Monitoring Committee.</p>
<p>Umicore- IndustriALL GFA on Sustainable Development, 2019¹⁶¹</p>	<p>The renewal of the agreement between Belgian-based multinational materials company Umicore and IndustriALL Global Union on 17 October 2019, built on previous agreements in 2007 and 2015. The agreement covers human rights, including core labour standards, collective bargaining and equal opportunities. It includes a new section on violence and harassment at work, with reference to C190: "Umicore does not tolerate violence, harassment, abuse or mobbing of any kind, no matter of the worker's contractual status. In line with ILO Convention 190, the Group commits to creating an environment free of violence or harassment and to taking all appropriate measures, including awareness-raising, education and training initiatives, to prevent and, in case of evidence, eliminate violence and harassment at work". (para.2.4). The agreement also covers safe and healthy working conditions, environmental sustainability and important new provisions on due diligence in the cobalt supply chain, and digital transformation. The agreement recognises the impact of digital transformations on employment, work content and organization, working conditions and practices and undertakes to respect and promote information and consultation with workers' representatives in managing change and appropriate levels of privacy, at home and at work. A joint committee is responsible for monitoring the implementation of this agreement and will meet annually.</p>

158 <https://www.industrial-union.org/edf>

159 <http://www.iuf.org/w/sites/default/files/ArlaIUFagreementToFightSexualHarassment-e.pdf>

160 <https://www.industrial-union.org/industrial-renews-global-agreement-with-siemens-gamesca>

161 https://www.industrial-union.org/sites/default/files/uploads/documents/GFAs/Umicore/gfa_-_industrial-umicore_-_2019_renewal.pdf

<p>Crédit Agricole S.A. Group-UNI GFA, 2019¹⁶²</p>	<p>The GFA, signed with the French banking group on 31 July 2019, sets out the company's commitments to human rights, trade union rights and social dialogue, non-discrimination and equality, training, and health and quality of life at work. Commitments are made to ensure good working and employment conditions and "to protecting its employees from all forms of work-related violence, abuse and harassment" and to the "prevention and fight against moral and sexual harassment" and to "providing a working environment in which employees are treated with respect and dignity". (para. 5.2). Detailed definitions are given of moral and sexual harassment and it is noted that sexual harassment is a form of discrimination under ILO Convention 111. As a result the company reaffirms "that no employee, trainee or intern can be sanctioned, dismissed or subjected to discrimination for having been subjected to or refusing to be subjected to acts of sexual harassment or moral harassment or for having witnessed such acts or having reported them". Procedures will be implemented to "prevent, detect and resolve such actions in accordance with the rights of individuals". Employees will be informed of these procedures and it is recommended that the procedures will be drawn up "in consultation with the trade unions or the employee representatives in accordance with applicable national law". Where moral or sexual harassment has been proven, measures will be put in place to end to it immediately and medical, psychological, social, managerial and HR support will be provided to victims.</p>
<p>GFAs and joint commitments, pre-adoption of C190</p>	
<p>Banco Brasil, UNI Americas GFA, 2019¹⁶³</p>	<p>The GFA signed on 17 January 2019 commits the bank to, in accordance with the legislation of each country, develop policies that prevent moral and sexual harassment in the workplace, and that eliminate their causes and effects, as well as equal opportunity policies between men and women. The agreement refers to need to take intersectionality of colour / race and ethnicity (Clause 9) into account. The agreement also includes the guarantee of non-discrimination in employment (Clause 10).</p>
<p>UniCredit-UNI, 2019¹⁶⁴</p>	<p>The agreement between UniCredit and UNI, signed on 22 January 2019, reaffirms the commitment to eliminate discrimination and promote gender equality and diversity. It contains specific provisions on sexual harassment, noting that under ILO C111 sexual harassment is a form of discrimination. It states that "UniCredit and UNI want to be sure that all employees are aware of what constitutes sexual harassment so that they fully understand what is expected from them, know how to report any problems and are able to describe alleged acts in complete confidence.... UniCredit and UNI agree to adopt the needed measures for mitigating the risk of sexual harassment at the workplace... In addition, UniCredit affirms its commitment to combatting sexual harassment committed by customers, clients and subcontractors, putting its employees' wellbeing at the top of its priorities". Rules and procedures include:</p> <ul style="list-style-type: none"> • all employees will have access to multiple confidential reporting channels; • UniCredit will properly investigate all reports of sexual harassment; • sexual harassment is an offense that, following proper investigation, may be subject to disciplinary procedures irrespective of the seriousness of the offense. <p>The agreement also confirms a commitment to engage in training and awareness-raising on sexual harassment.</p>
<p>BNP Paribas-UNI Agreement on fundamental rights and global social framework, 2018¹⁶⁵</p>	<p>The renewed GFA includes a chapter "Preventing and combating psychological and sexual harassment" with new and stronger clauses on the prevention of harassment and sexual harassment. It states that a global procedure on this subject has just been published and will be implemented in compliance with the commitments set out in the BNP Paribas Code of Conduct¹⁶⁶ and local legislation. If provisions contained in the commitments defined by the global procedure are more favorable than the provisions provided for by local legislation, they must be applied, provided that they do not affect compliance with local legislation. The GFA also provides for victim support and referrals to specialist organizations. "...the victim will be given support, including the appropriate medical, psychological, social, managerial and HR support, if this has not already been provided" and "...victims will also, should they wish, be offered contact details for third parties (lawyers, specialist law firms, charities, etc.) that are able to help them make decisions and instigate measures to pursue their case with the local judicial authorities".</p>

162 https://www.uniglobalunion.org/sites/default/files/imce/aci_international_framework_agreement_en_25_07_19_1.pdf
https://www.uniglobalunion.org/sites/default/files/imce/aci_international_framework_agreement_en_25_07_19_1.pdf

163 <https://uniglobalunion.org/wp-content/uploads/Banco-do-Brasil-Global-Agreement-Portuguese.pdf>

164 <https://www.unicreditgroup.eu/en/a-sustainable-bank/uni-global-union-agreement.html>

165 https://www.uniglobalunion.org/sites/default/files/files/news/180912_bnp_rhg8accordmonde_-final_gb.pdf

166 https://group.bnpparibas/uploads/file/codeofconduct_en_11_01_2018_40p.pdf

<p>Stora Enso Oyj - BWI, IndustriALL, UNI, 2018</p>	<p>The agreement signed with three global union federations on 9 January 2018, aims to promote good working conditions and workers' rights, in the framework of human rights and international labour standards, including respect for freedom of association and collective bargaining and non-discrimination. Provisions on violence and harassment is included under safety and health at work notably that "No employee may be subject to any physical, psychological or sexual harassment, punishment or abuse. Health and safety committees can be established at workplaces and workers shall have the right to elect health and safety representatives".</p>
<p>Esprit-IndustriALL GFA, 2018¹⁶⁷</p>	<p>The Esprit GFA, signed on 13 April 2018, provides the basis for cooperation, social dialogue and the application of ILO labour standards. Although not referring directly to violence and harassment, it refers to the joint development of a grievance system to ensure workers' access to remedies and to develop a methodology for assessing purchasing practices, which are both highly relevant to the prevention of violence and harassment. The agreement will be monitored twice a year by a joint committee. The GFA also commits parties to the implementation of the Esprit Code of Conduct provisions on labour standards, which include clauses on discrimination, harassment and abuse, including equal treatment, prohibition of discrimination, and prohibition of medical/pregnancy tests unless intended to protect the employee, and prohibition of bullying, harassment or abuse. With regard to the latter suppliers "shall not engage in or tolerate bullying, harassment or abuse of any kind" and ensure that workers do not endure "inhuman or degrading treatment, corporal punishment, mental or physical coercion and/or verbal abuse". All suppliers are required to have a "written, clear and understandable disciplinary procedures" and shall explain them in clear and understandable terms to their workers, and all disciplinary actions shall be recorded.</p>
<p>SODEXO-IUF Joint Commitment on preventing sexual harassment, 2018¹⁶⁸</p>	<p>Sodexo, the French food services and facilities management company, has worked with the IUF to develop measures to address sexual harassment. In the light of growing awareness of the prevalence of sexual harassment, an annex to the existing GFA was agreed in 2018. This commitment spells out the principle that there should be zero tolerance by Sodexo, the IUF and its affiliates of sexual harassment; that it is an offence which can lead to a disciplinary penalty, including dismissal from the company; and that Sodexo will provide training for all staff on this policy and their responsibilities under it.</p> <p>IUF-affiliated trade unions representing Sodexo employees can also carry out awareness-raising and training activities for their own members. Sodexo also undertook to include a clause prohibiting sexual harassment in its Supplier Code of Conduct, to inform its subcontractors and suppliers of this policy and to use its influence to resolve any case of sexual harassment that might arise in the framework of its relations with subcontractors/suppliers. IUF has now produced a guidebook for trade unions "Zero tolerance for sexual harassment at Sodexo", setting out action for unions to take to implement the agreement.</p>
<p>MELIÁ-IUF Joint Commitment on preventing sexual harassment, 2019¹⁶⁹</p>	<p>The Joint Commitment signed on 17 January 2019, is annexed to the MELIÁ-IUF GFA of 9 December 2013 which covers commitments to respect fundamental rights at work and applies to all hotels under Meliá's brands, whether they are owned, managed or franchised. The Joint Commitment on preventing sexual harassment refers to the ILO definition of sexual harassment as a form of sex discrimination (C111), adopts a zero tolerance approach and sets out provisions and local implementation "to protect the dignity of everyone who works for Meliá, as well as their rights relating to their physical and moral integrity and non-discrimination". Regular reviews are anticipated to monitor implementation.</p>
<p>Carrefour-UNI GFA on social dialogue and diversity, 2001, 2015, 2018¹⁷⁰</p>	<p>UNI-Carrefour GFA on social dialogue and diversity. reflects a long-standing joint commitment from the company to promote social dialogue and joint initiatives on anti-discrimination, gender diversity, equal opportunities in hiring and promotion, support for pregnant and nursing women, and adjustments to hours and working conditions for staff returning from maternity or paternity leave. The 2018 renewal added a Joint Commitment to address violence against women at work, building on recent work to prevent violence against women. An example of is Carrefour's guide to "Tackling violence against women in the workplace" for human resources managers and employees, and training of 200 store managers on prevention campaigns and how to identify violence and provide support to victims. The agreement also endorses the European Consultation and Information Committee (C.I.C.E.) Declaration on the fight against violence against women, which recommends taking five measures: informing and forming in order to raise awareness and detect cases; communicating both internally and externally; building a network with external actors; accompanying and following-up on the victim; and reparation and taking action (Carrefour-UNI Global Union 2018, Annex 3).</p>

167 https://www.industriall-union.org/sites/default/files/uploads/documents/GFAs/Esprit/esprit_gfa.pdf

168 <http://www.iuf.org/w/sites/default/files/JointCommitmentSODEXOIUF.pdf>

169 <http://www.iuf.org/w/sites/default/files/MELIÁIUFJointCommitmentonpreventingsexualharassment.pdf>

170 <https://www.uniglobalunion.org/news/uni-global-union-and-carrefour-united-fight-stop-violence-against-women>

<p>Banco Itaú-UNI</p>	<p>Under Clause 9: BANCO ITAÚ commits, in accordance with the legislation of each country, to develop policies that avoid moral harassment and sexual harassment in the workplace, having policies that eliminate their causes and effects, as well as equal opportunity policies between men and women, always observing the transversality of colour / race and ethnicity. Clause 10: BANCO ITAÚ will seek to outlaw and avoid any discrimination in employment, so that all employees will enjoy equal opportunities and treatment, regardless of ethnicity, religion, political opinion, gender or sexual orientation.</p>
<p>Unilever-IUF-IndustriAll Joint Commitment on preventing sexual harassment' 2016¹⁷¹</p>	<p>The agreement applies to the company's entire supply chain. As a result, all workplaces associated with Unilever now have a plan for how to end violence and harassment as well as mechanisms for dealing with complaints. The GFA states that: "Unilever, the IUF and IndustriAll affirm their joint commitment to promoting diversity and inclusion within Unilever's non-management workforce". It emphasises that "(p)reventing sexual harassment in the workplace is an essential foundation for promoting a culture of inclusion and diversity" and "...full protection and support is given to the victims of sexual harassment throughout the process and its outcome". It goes further by stating that in situations where there are significant risks faced by women workers, for example, in plantations employing large numbers of temporary labour and where there are high numbers of females supervised by a majority of males, "specific awareness and training measures should be agreed and deployed by management and the trade union". A Unilever-IUF-IndustriAll Joint Working Party monitors the process and shares experiences and best practices. The agreement builds on work carried out to raise awareness of gender inequalities, as part of Unilever's goal for gender balance in every workplace.</p> <p>Post-COVID: Discussions took place in 2020/21 to further embed the Joint Commitment and embed it into prevention programmes. In November 2020 Unilever published a "global position on domestic violence" including 10 days special paid leave for relevant appointments and a further five days paid leave and changes in working time for a worker escaping abuse. A guide and global learning programme were drawn up to address domestic violence. New measures to address the impact of the COVID-19 pandemic in tackling inequality and unfairness were referred to in Unilever's human rights report (2020), noting that "Around the world, social divides widened, inequalities deepened - and the COVID-19 pandemic threatened livelihoods and the rights of workers". (p. 6)</p>
<p>ABN AMRO-UNI International Framework Agreement, 2015¹⁷²</p>	<p>ABN AMRO signed an International Framework Agreement with the Dutch FNV and UNI Global Union on 1 September 2015. It sets out the bank's commitment to respect basic labour rights in all countries where the bank has a presence and where work is outsourced. The agreement covers equal opportunities and non-discrimination. Physical and psychological abuse, the threat thereof, and intimidation by the employer are strictly prohibited. In 2016, ABN AMRO published a dedicated report on the UN Guiding Principles on Business and Human Rights' Reporting Framework (UNGP Reporting Framework) in which it gave a specific profile to LGBTI rights. It states that "In our first Human Rights Report we focus on the rights of our employees in countries that impose restrictions on trade unions and the rights of lesbian, gay, bisexual and transgender (LGBT) people...This year, ABN AMRO's Ethics Committee adopted an LGBT statement. Secondments to an ABN AMRO office in an LGBT unfriendly country are always voluntary, but this does not negate the bank's responsibility to provide a safe and secure workplace".</p>
<p>Tchibo-IndustriALL GFA, 2016</p>	<p>The agreement covering the Tchibo non-food supply chain was signed on 27 September 2016. The agreement aims to further improve working conditions, including freedom of association and worker participation, in countries from where Tchibo sources its merchandise. It aims to ensure respect and implement ILO principles and fundamental rights at work, including the right to organize and bargain collectively, and to have mechanisms to enable workers to monitor and enforce international labour standards. No reference is made to violence and harassment, although it does refer to the importance of a range of measures, including to create and build trust and build capacity, in strengthening trade union rights, social dialogue and collective bargaining. It commits parties to implement the Code of Conduct, which refers in more detail to international labour standards and to provisions in the WE programme (Worldwide Enhancement of Social Quality) regarding the implementation of these standards at factory level. In 2021, Tchibo's GFA programme with IndustriALL's affiliated unions in the garments sector in Bangladesh, carried out two training sessions with union representatives on gender-based violence and harassment. Unions believe that this proactive measure will ensure that all workers and managers at Tchibo's supplier factories will in the future receive training and become more aware of how to prevent and address sexual harassment, including in building complaints systems that are effective.</p>

171 http://www.industriall-union.org/sites/default/files/uploads/documents/2016/iuf_industriall-unilever_joint_commitment_to_preventing_sexual_harassment.pdf

172 <https://uniglobalunion.org/wp-content/uploads/ABN-Amro-Global-Agreement-English.pdf>

<p>H&M</p> <p>GFA on compliance and implementation of international labour standards, 2016¹⁷³</p>	<p>The GFA covers compliance and implementation of international labour standards of the suppliers of H&M Hennes & Mauritz GBC AB. Under the agreement H&M confirms its commitment to and respect for human and trade union rights in the workplace, including the right to organize and to negotiate collective agreements. H&M will actively use all its possible leverage to ensure that its direct suppliers and their subcontractors producing merchandise/ready made goods sold throughout H&M group’s retail operations respect human and trade union rights in the workplace. The agreement covers respect and dignity at work, including sexual harassment and discrimination: “Every employee is treated with respect and dignity at all times. No employee shall be subject to humiliating or corporal punishment or subject to physical, sexual, psychological or verbal harassment or abuse. There is no discrimination in hiring, compensation, access to training, promotion, termination of contract or retirement on the grounds of gender or sexual orientation, race, colour, age, pregnancy, religion, political opinion, nationality, ethnic origin, migratory status, disease or disability. There is a grievance mechanism in place enabling employees to put forward complaints without risk of retaliation”. In 2022, the National Monitoring Committees (NMCs) established under the GFA participated in a training programme on preventing and addressing risks of GBVH.</p>
<p>ITF and UITP</p> <p>Joint Recommendation on Combatting Violence and Insecurity in Urban Public Transport, 2015</p>	<p>The Joint Recommendation upholds the two basic rights, that transport workers are entitled to work in safety and security and all citizen are entitled to access urban transport services that are free from assault, threats or anti-social behaviour. It is recognized that social dialogue between employers and trade unions is critical to finding solutions based on trust and mutual respect, that transparency and a no blame policy in order to encourage reporting and investigation of incidents. Key recommendations are aimed at improving working conditions and finding effective joint responses. They include a simple and effective reporting procedures for collecting information, acting on all reports and implementing effective procedures to prevent their reoccurrence, such as service organization, systems and procedures agreed through collective bargaining, and new technology and design factors that can prevent TPVH such as discrete alarm systems, building capacities, training and awareness-raising, and support for employees’ recovery such as professional counselling and paid time off. Dialogue is also recommended with the civil and public authorities such as local authorities, police, media and the judiciary.</p>
<p>Chiquita Banana Company and COLSIBA-IUF</p> <p>Joint Understanding on sexual harassment, 2013¹⁷⁴</p>	<p>The Chiquita Banana Company IUF/COLSIBA–Latin American regional framework agreement (2001) was the culmination of several years of coordinated union-NGO advocacy, led by the IUF and the Coordinating Body of Latin American Banana and Agro-industrial Unions (COLSIBA). The agreement also covers suppliers, contract growers and joint ventures. The banana sector in Latin America employs large numbers of women and violence against women, and particularly sexual harassment is very prevalent. In 2013, the IUF and COLSIBA signed a new appendix to the regional framework agreement that commits the parties to: “developing a joint understanding on sexual harassment, so that this kind of harassment will not be tolerated in the workplace”. There is also a provision to work on “training strategies and sharing examples of good practice” and recognition that “every workplace must take necessary measures to ensure men and women workers have access to information about their rights in the workplace”. The Joint Understanding references the ILO Code of Practice on safety and health in agriculture, which includes sexual harassment, as a source for language on prevention of sexual harassment that could be included in collective bargaining agreements at national and local levels. The appendix was negotiated in the gender sub-committee of the Framework’s Review Committee.</p>

173 http://www.industrial-union.org/sites/default/files/uploads/documents/GFAs/hm-industrial_gfa_agreed_version_09-09-2015.pdf

174 <http://csrblog.chiquita.com/iuf-colsiba-agreement-with-chiquita-benefits-women-on-banana-plantations/>. IUF: http://www.iuf.org/cgi-bin/dbman/db.cgi?db=default&www=1&uid=default&ID=111&view_records=1&en=1

► Appendix 3: Agreements and policies collated prior to the two-year Standard-Setting Committee discussion in 2019¹⁷⁵

Agreements and policies on violence and harassment

Africa/MENA	
Egypt Banking	The Commercial International Bank (CIB) in Egypt has a strong policy commitment to equal opportunities for staff development and training. The company has a code of conduct on equal treatment and on tackling and prohibiting harassment at all levels, as well as with the bank's clients. Procedures set out how to report complaints on harassment or annoyance and maltreatment in general.
South Africa Safety and security	The Safety and Security Sectoral Bargaining Council (SSSBC) Agreement on sexual harassment in the workplace was agreed in 2011. ¹⁷⁶ The agreement covers the police and prison sector unions and employers, sets out measures to implement policies to prevent, address, eliminate sexual harassment among colleagues and third-parties, and sets out responsibilities to establish joint training and awareness-raising in the workplace.
Tripartite	The tripartite National Economic Labour and Development Council agreed a Code of Good Practice on the Handling of Sexual Harassment Cases (2018), ¹⁷⁷ with the aim to end sexual harassment at the workplace. It has guidance on prevention measures and procedures in the workplace. Employers are encouraged to develop and implement policies and procedures that will lead to the creation of workplaces that are free of sexual harassment, where employers and workers respect one another's integrity and dignity, their privacy, and their right to equity in the workplace. The Code of Good Practices states that perpetrators and victims of sexual harassment may include owners, employers, managers, supervisors, employees, job applicants, suppliers, contractors and others having dealings with a business. A person who is not an employee who is a victim of sexual harassment may lodge a grievance with the employer of the harasser where the harassment has taken place in the workplace or in the course of the harasser's employment. The Code of Practice has provided a framework for sectoral bargaining councils to draw up policies on sexual harassment for example: Safety and Security Sectoral Bargaining Council (SSSBC) Agreement on sexual harassment in the workplace.
Banking	A sexual harassment policy agreed to in 2008 between the FirstRand Bank and the finance union SASBO provides procedures to be followed by the Bank and complainants in dealing with sexual harassment in the workplace. It covers detailed definitions, sexual harassment as a form of misconduct, taking appropriate disciplinary action, prevention measures, advice and assistance for complainants, informal and formal procedures, dispute resolution, confidentiality, trauma counselling and sick leave, information and education.
United Republic of Tanzania Hotels	An agreement signed in 2015 by the Conservation, Hotel, Domestic and Allied Workers Union (CHODAWU) which includes a clause on preventing sexual harassment.

¹⁷⁵ Examples are drawn from various sources and from information provided by unions at national, European and global levels. Examples from Bulgaria, Denmark, Germany, France, Ireland, Italy, Netherlands, Slovenia, Spain and UK are drawn from ETUC Safe at Work, Safe at Home (2017); examples from Africa, Asia-Pacific and Americas are drawn from ILO cases studies (Pillinger 2017).

¹⁷⁶ SSBC (2011) Agreement on Sexual Harassment in the Workplace, 18 January 2011. http://nupsaw.co.za/images/Resolutions/sssbc-resolutions/2011/Agreement_per_cent201_per_cent20of_per_cent202011_Sexual_per_cent20Harassment_per_cent20in_per_cent20the_per_cent20Workplace.pdf

¹⁷⁷ National Economic Development and Labour Council, Code of Good Practice on the Handling of Sexual Harassment Cases (2018). <http://www.labour.gov.za/DOL/legislation/codes-of-good-ractise/labour-relations/code-of-good-practice-on-handling-sexual-harassment-cases>

<p>Uganda Agriculture</p>	<p>One widely documented success in collective bargaining in Uganda to address significant levels of sexual harassment is the 2010 CBA and wider advocacy by trade unions and national and international NGOs.¹⁷⁸ The CBA focused on the priorities of women workers in the Ugandan cut-flower industry, including sexual harassment which was a major issue raised by women both on the farms and in travelling to and from work. The agreement, negotiated between the Uganda Flower Exporters Association (UFEA) and the two national trade unions representing floriculture workers (UHAWU and NUPAWU), covered all workers, including non-union members. Organizing from the bottom up, support of women’s organizations, an employer’s organization and the Government, enabled the union to negotiate two separate agreements, including a policy and procedure for dealing with sexual harassment on the flower farms. This stipulates that a sector wide sexual harassment policy be put in place in all enterprises that employ more than 25 workers. The CBA includes a definition of the types of sexual harassment, a disciplinary procedure and guarantees freedom of association and workers’ rights. Conditions have improved as a result of the CBA and farms have implemented a mixture of management-led and worker/ union-led grievance mechanisms. Women workers can also raise problems and concerns with the union’s Women’s Committee, rather than going through a male union representative or company human resource managers.</p>
<p>Asia-Pacific</p>	
<p>Indonesia Employers’ guidelines</p>	<p>Research by the Indonesian Employers’ Association showed that Indonesian workplaces in which harassment is permitted tend to have sharply falling productivity.¹⁷⁹ This led the employers to produce guidelines on sexual harassment, with support from the ILO. “The ILO greatly welcomes this initiative of Apindo to prevent and manage sexual harassment at the workplace. As the main voice of employers on labour and social issues, Apindo plays an important role in creating a safe working environment for both workers and employers to ensure productivity, competitiveness and peacefulness of the business”. (Peter van Rooij, Country Director of the ILO in Indonesia).</p> <p>Harassment at the workplace is “quite difficult to handle when no grievance procedure at the enterprise related to harassment has been established and understood by workers and employers and when the victims are hesitant to discuss their case. Therefore, these guidelines play an important role in encouraging prevention and action to avoid discriminative treatment at the enterprise and workplace levels. The guidelines have shown the seriousness of Apindo in tackling this issue by providing practical prevention and resolution to its members at the enterprise level”. (Sofyan Wanandi, Chair of Apindo)</p> <p>An interactive discussion on Preventing Sexual Harassment at the Workplace was held by APINDO¹⁸⁰ in an effort to disseminate the guidelines widely to the enterprises as well, as to the public at large. See: Guidelines on the prevention of workplace harassment: Guideline for Employers.¹⁸¹</p>
<p>Korea (Rep. of) Education</p>	<p>The Korean Women’s Trade Union (KWTU) has negotiated several CBAs to address and prevent sexual harassment protecting education workers, cleaners and other related staff. Examples include:</p> <ul style="list-style-type: none"> • CBA with <i>Jellabuk-do</i> Provincial Office of Education (Irregular Workers in School) in 2013, which includes a clause on Prevention & Prohibition of Sexual Assaults, Abusive Words, and Physical Attacks at the Workplace (Article 84). • CBA with Ulsan Office of Education (conservative superintendent) in 2015, which contains provisions on the Prohibition of Sexual Assault, Abusive Words, and Physical Attacks at the Workplace (Article 72). • CBA with Department of Indirectly-employed Cleaners of Incheon Branch, which stipulates education on sexual harassment and states that the management shall provide an annual education on industrial safety and a yearly education to prevent sexual harassment and shall provide a seven-digit financial support respectively (Article 6).

178 Evers, B., Amoding, F., and Krishnan, A. (2014). Social and economic upgrading in floriculture global value chains: flowers and cuttings GVCs in Uganda. Capturing the Gains Working Paper 2014/42. Available at: <http://www.capturingthegains.org/pdf/ctg-wp-2014-39.pdf>

179 Sexual harassment leads to increased absenteeism, high turnover of staff and loss of valuable employees and to a poor public image of the company. (ILO-APINDO, 2012) http://www.ilo.org/jakarta/info/public/pr/WCMS_175093/lang--en/index.htm

180 Source: ILO-APINDO Press release | Jakarta, Indonesia | 08 March 2012: http://www.ilo.org/jakarta/info/public/pr/WCMS_175093/lang--en/index.htm

181 <https://www.google.com/search?client=safari&rls=en&q=better+work+Guidelines-on-the-Prevention-of-Workplace-Harassment-&ie=UTF-8&oe=UTF-8>

<p>Papua New Guinea Transport</p>	<p>The Papua New Guinea Maritime and Transport Workers Union (PNGTWU) has included a sexual harassment clause in awards or agreements to protect women members and employers. An example is the CBA with the RD Tuna Canneries who have agreed to a clause on preventing and combating sexual harassment at work, which states that:</p> <p style="padding-left: 40px;">Sexual harassment in the workplace is unacceptable and it shall be the mutual responsibility of the employer and the employees to maintain a good and safe working environment free from unwelcome behaviour and to provide fair investigation and avoid reprisal against the complainant.</p> <p>An employee who believes they are experiencing sexual harassment should report the circumstances to the employee's immediate supervisor/manager or other management representatives immediately after the event or within 7 working days of the first occurrence. It shall be the responsibility of the management to investigate a complaint and settle the matter promptly.</p> <p>All reported sexual harassment cases shall be dealt without fear or favour by the employer.</p>
<p>Pakistan Employers' guidelines</p>	<p>The Employers Federation of Pakistan (EEP) has played a role in implementing the 2010 Protection against Harassment of Women at the Workplace Act¹⁸² (see: government actions/legal frameworks) and in early 2015 the EFP and Federal Ombudsman Secretariat, with the Islamabad Chamber of Commerce and Industries and the International Labour Organization Country office for Pakistan, organized the 6th seminar on the Act of 2010 in Islamabad attended by a wide range of stakeholders, including employers, workers, academia, media, NGOs and government representatives.</p> <p>The President Employers Federation of Pakistan Mr Khawaja Nauman emphasized the need to raise awareness on existing laws on sexual harassment at the workplace among employers and to ensure compliance in order to provide a safer and enabling environment to women workers. He said that because of EFP's efforts many enterprises and businesses now have mechanisms for effective implementation of the Act, such as inquiry committees. The Islamabad Chamber of Commerce President said it fully supported efforts to effectively implement the Act.</p>
<p>Philippines Various companies</p>	<p>Several CBAs have been agreed to implement the Anti-Sexual Harassment Law of 1995, including provisions to establish workplace Committees on Decorum and Investigation (CODI). For example, the Associated Labor Unions' (ALU) anti-sexual harassment project resulted in the implementation of six company policies, 89 implementing rules and regulations, 8 collective bargaining agreements with anti-sexual harassment provisions benefitting over 5,075 workers, 87 per cent of whom were women.</p>
<p>Electronics</p>	<p>The CBA by Mitsumi Philippines, located in an export processing zone, and Mitsumi Philippines Workers Union (MPWU), leading to the establishment of a CODI, led to regular consultations with workers, and awareness-raising on sexual harassment across the company. The CBA implements the existing law stating that sexual harassment is unlawful in the workplace and in training facilities and has led to the setting up of a Committee On Decorum and Investigation (CODI) and awareness-raising on sexual harassment throughout the company.</p>
<p>Electronics</p>	<p>The CBA on sexual harassment agreed between the Katolec Philippines Corporation, an electronics company (where the majority of workers are women) and the Katolec Philippines Labor Union (KAPLU), led to the formation of a CODI in the company, as set out in the legislation.</p>
<p>Hotels</p>	<p>The National Union of Workers in Hotel, Restaurant and Allied Industries (NUWHRAIN) has concluded a sectoral CBA that includes penalties against sexual harassment among peers; the agreement includes company responsibility to hold seminars on harassment.</p>
<p>Health</p>	<p>The AFW (confederation of 13 healthcare unions in the private sector) has negotiated a number of collective agreements with hospitals in the country and has worked with employers to include clauses to combat inequality, discrimination and workplace violence, including third-party violence and harassment.</p>

182 For further information on the 2010 legislation and the work of the Federal Ombudsman Secretariat for Protection against Harassment of Women at Work see: <http://www.fos-pah.gov.pk>. See also: ILO Press release, Islamabad, 04 February 2015. http://www.ilo.org/islamabad/info/public/pr/WCMS_342562/lang--en/index.htm

<p>Sri Lanka Employers' guidelines</p>	<p>The Code of Conduct and Guidelines to Prevent and Address Sexual Harassment in Workplaces¹⁸³ was drawn up by the national employers' organization with the aim of achieving safe and respectful workplaces. It gives advice to organizations and companies about what they can do to prevent sexual harassment and the actions they can take in the workplace, including redress through informal and formal procedures. <i>Note: Feedback from Vindya Angulugaha of the Employers' Federation on 2 May 2019 is that the Code of Conduct has been shared with the Federation's member organizations and used in training programmes and awareness programmes for members. Members have also used the Code of Conduct a guideline when drafting Company Policies on disciplinary procedures and sexual harassment at the workplace.</i></p>
<p>Viet Nam Tripartite</p>	<p>The Code of Conduct on Sexual Harassment in the Workplace was drawn up in 2015 by the Ministry of Labour, the Viet Nam Chamber of Commerce and Industry (VCCI) and the Viet Nam General Confederation of Labour, with the support of the ILO. The Code recommends the "development, implementation and monitoring of a workplace policy on sexual harassment to promote safe and healthy workplaces, where all workers, irrespective of sex or status, are treated with fairness, dignity and respect".</p> <p>It applies to all companies in the public and private sector and covers all locations "where work-related business may be conducted", including work-related social activities, conferences, training sessions, business travel and business meals, as well as work-related telephone conversations and communications through electronic media. The Code provides an evidence-based sample workplace policy.</p> <p>A pilot programme to implement the Code in 20 enterprises led to the implementation of workplace and company policies and a commitment among the pilot sites to monitor their implementation. It has provided a tool for the growing garment sector, where women predominantly work, particularly as many lead companies now require factories to adopt policies to prevent violence and harassment at work. The Code of Conduct is cited as a good practice in several publications.¹⁸⁴</p>
<p>Americas</p>	
<p>Argentina Civil service</p>	<p>The 2006 General Collective Labour Agreement for the National Civil Service, sets out a range of proactive gender equality clauses, including the establishment of an Equal Opportunities Commission, which has the role to provide detailed guidelines and policies to prevent and combat violence in the workplace.</p> <p>The agreement covers: The Principle of Equality of Opportunity and Treatment across multiple grounds (politics, trade union membership, sex, sexual orientation or preference, gender, marital status, age, nationality, race, ethnicity, religion, disability, physical characteristics, or acquired immunodeficiency syndrome), and any other act, omission, segregation or expulsion that impairs or nullifies the principle of non-discrimination and equality of opportunity and of treatment, both in access to employment and during an employment relationship. (Article 121). The Promotion of women workers, includes the principle of non-discrimination, equality of opportunity and treatment, and actions designed to prevent and eradicate workplace violence.</p>
<p>Brazil Banking</p>	<p>2016-2018 CBA between the Brazilian Confederation of Financial Sector Workers (CONTRAF-CUT) and the National Federation of Banks (Fenaban). The CBA sets out provisions for the development of a Protocol for the Prevention of Conflicts in the Workplace.¹⁸⁵ The Protocol contains provisions regarding the prevention of conflicts at work, including harassment. It requires the establishment of complaints mechanisms internal to the workplace and provides for the possibility that complaints are filed to the union.¹⁸⁶</p>
<p>Banking (<i>cont'd</i>)</p>	<p>Article 48 of the National Banking Agreement on the establishment of a bipartite Equal Opportunities Committee, proposes measures to combat gender inequalities and violence, including domestic violence. This involves developing guidelines for workers, managers and employers on how to prevent discriminatory acts or attitudes at the workplace and in society. Clause 56 of the national agreement contains a voluntary protocol for the prevention of undesirable workplace disputes in order to create a healthy work environment. This clause ensures that banks deal with complaints about bullying, sexual harassment, violence and bad working conditions.</p>

183 Employers Federation of Ceylon (EFC) and ILO (2013): https://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/---ilo-co-lombo/documents/publication/wcms_525537.pdf

184 ILO/OECD Global Deal (2019) Contribution of Social Dialogue to Gender Equality https://www.ilo.org/wcmsp5/groups/public/---dgre-ports/---dcomm/---publ/documents/publication/wcms_679957.pdf and ILO/UN Women Handbook Addressing violence and harassment against women and men in the world of work: <http://endvawnow.org/uploads/browser/files/work-handbook-interior-web-rev.pdf>.

185 Collective agreement (Contraf-CUT, Fenaban), section 56.

186 Protocol to the Prevention of Conflicts in the Workplace (Contraf-CUT, Fenaban), section 4.a)

Chile Public sector	In the public sector a campaign manual “Guidelines for prevention of harassment directed at public sector workers from a gender perspective” ¹⁸⁷ has been drawn up which focuses on how violence affects women at the workplace, the types of violence experienced by women and information on how to identify these forms of violence.
Colombia Public sector	The National Agreement in the Public Sector (May 2015) covers discrimination and the promotion of equality, including the creation of a Gender Subcommittee within the Standing Negotiation Committee, with the aim to implement the law on sexual harassment at the workplace, among other areas.
Dominican Republic Tourism	<p>The Collective Agreement signed in the enterprise Vista Sol Punta Cana (2014-2017), contains a specific clause on prevention and sanction of sexual harassment. It gives priority to dealing with sexual harassment as a safety and health problem, with complaint mechanisms that ensure that the person making the complaint will not face reprisals.</p> <p>The clause states that “sexual harassment is an attack on the dignity of the person that it is inflicted upon and an obstacle to enterprise productivity which deteriorates working conditions and the prospects for employment and promotion of the victim, affecting occupational safety and health, and given that sexual harassment constitutes a form of violence generally exercised against female workers, undertake to adopt all necessary measures to generate an environment that prevents and combats sexual harassment in an effective way, including the immediate dismissal and processing by the justice system of any person who has been proven to have sexually harassed any employee of the enterprise”.</p> <p>An agreement in the Dominican Republic between the SITRAHANES union and HanesBrands Inc. addresses the prevention of sexual harassment, disciplinary action and awareness-raising campaigns.</p>
Paraguay Banking	An Equality Committee in the banking sector has been established to raise awareness about sexual harassment under the Collective Agreement on Working Conditions signed between the trade unions SETEIBI, SICONAP/S, SITARIBI and SICHP with the company BINACIONAL ITAIPU.
Peru Garments	Franky and Ricky is a Peruvian company engaged in the manufacturing of garments of cotton knitted fabric. Equal opportunity and non-discrimination are included in the company policy and Manual of Corporate Social Responsibility. Employees are able to file harassment or abuse complaints through their worker representatives. Complaints are investigated in strict confidence and if complaints are upheld disciplinary sanctions are applied.
Europe	
Belgium National CBA	The national CBA on the prevention of stress at work, concluded in 1999 between the social partners and the National Labour Council (CCT No. 72 of 30 March 1999) forms the basis for the negotiating workplace agreements between the social partners inside each company. Most companies have established workplace procedures and complaints mechanisms, including action plans for managing psychosocial risks and the appointment of “persons of confidence”. These workplace policies have been negotiated through agreements between the social partners in workplace committees on safety and health at work (“prevention committees”). In addition, the National Committee on Wellbeing <i>l’humanisation du travail</i> plays an important role in supporting social dialogue at company level.
Bulgaria Transport	<p>Four municipal-level agreements have been agreed between the transport union, FTTUB, and municipal authorities on prevention of violence against women at work. Agreements were signed in Sofia (2009), Varna (2015), Burgas (2015) and Gabrovo (2015).</p> <p>The CBA with the Municipality of Sofia (signed 25 November 2009) covers cooperation and joint action on the prevention of work-related harassment and violence against women in the city’s urban transport companies. The same text was signed with the municipalities of Varna, Burgas and Sliven on 25 November 2013. An similar agreement with Gabrovo Municipality was signed in 2015.</p> <p>A public awareness-raising campaign was launched in the four cities across Bulgaria (Sofia, Varna, Burgas and Gabrovo), and also on rail passenger transport (the national railway company BDZ).</p>

¹⁸⁷ <http://www.serviciocivil.gob.cl/content/lanzan-gu-para-la-prevenci-n-del-acoso-laboural-en-el-sector-p-blico-elabourada-con-apoyo-del->

Transport	<p>A special chapter on “Protection against violence at the workplace and gender equality” was negotiated by FTTUB and employers in the 2010–2012 sectoral transport CBA, with joint actions by employers and unions to prevent violence and a zero-tolerance approach. The relevant clauses specify that:</p> <ul style="list-style-type: none"> • The employer together with the trade unions shall take effective measures to prevent from all forms of physical and psychosocial abuse, and ensure working conditions that help to prevent workers from chronic stress, physical and mental disabilities in the workplace; • The employer is obliged to pursue a policy of zero tolerance against discrimination and workplace violence in its various manifestations – physical, mental and sexual; • The parties shall develop training plans to raise awareness of managers and employees in order to identify signs of abuse and workplace violence, and to initiate preventive or corrective actions. These measures should be applicable to third-party violence; • The employer shall develop procedures to be followed in cases of bullying or violence, which must contain: (1) immediate and fair internal investigation; (2) statistics; (3) feedback; (4) adequate disciplinary measures against the perpetrators to be taken if they are employees in the same establishment; and (5) support for the victim and if necessary psychological help on the reintegration process; • The employer may decide to ensure appropriate treatment for the injured employee.
Transport	<p>CBA between FTTUB and Bulgarian Rail on preventing and addressing violence against women at the workplace, was signed on 7 March 2012.</p> <p>The process of persuading employers to sign sectoral agreements was assisted by the guidelines drawn up by the European sectoral social dialogue (CER employers’ association and unions) for the railway sector.</p>
Transport	<p>CBA between FTTUB and Sofia airport on violence against women in the workplace, was signed on 25 November 2012.</p>
Education	<p>Education sector CBA of 2012 called for measures to prevent and address the illness rate of teachers and students and the factors that influence it (Article 6).</p>
Energy	<p>The 2013 national energy sector CBA agreed to take measures to prevent and address moral harassment and physical abuse of workers performing their duties at the workplace, and to increase the culture of health and professionalism with regards to health and safety at work.</p>
Postal	<p>The Bulgarian Post CBA, 2014-2016, Chapter 7 on prevention of discrimination at the workplace states that the employer commits of zero tolerance to discrimination and violence at the workplace in its various manifestations, physical, psychological and sexual (Art.85, para 1).</p>
Mining	<p>In the Sectoral CBA in Mining of Mineral Resources, 2015, the parties agreed to monitor any manifestation of discrimination expressed verbally or in any other way which aims at or results in a violation of the dignity of a person or in the creation of hostile or dangerous work environment, together with other indicators as per Article 4 (1) of the anti-discrimination act (Article 9 of the CBA).</p>
Health	<p>The Federation of Health Service Unions and the CITUB first agreed clauses on violence at work in 2004, including prevention of violence and the introduction of better security in public spaces to reduce third-party violence.</p> <p>Clauses on violence and harassment have been included and maintained in the 2006, 2008, 2010 and 2014 agreements (under Part III of the sectoral CBA in relation to “Health and safety at work”) and include prevention measures to be taken jointly between employers and trade unions and the establishment at Working Conditions Committees to investigate and deal with complaints.</p> <p>The Sectoral CBA in healthcare for 2014 states that the employer jointly with the unions must undertake efficient measures for prevention of any form of discrimination (direct or indirect), or physical or psychosocial harassment, and must guarantee working conditions that prevent the workers from chronic stress, physical and psychological damage at the workplace (Chapter 8).</p> <p>A sectoral CBA between the Bulgarian national health insurance fund, the Union of Civil Servants and the Federation of Health Care Unions, of 14 May 2015, states that the employer shall protect the dignity and honour of the employee during the performance of their duties within the labour contract (Art. 12, para. 5). The employer shall undertake all measures provided by law – inclusive of providing legal protection against moral or physical violation against the employee during the time of performing labour duties as per the labour contract (Art. 6).</p>

Draft framework agreement	A draft framework agreement on violence and harassment and stress at work (implementing the two European framework agreements on violence and harassment and stress at work (2007 and 2004), was drawn up by CITUB experts (in cooperation with PODKEREPA). The agreement is still on the table.
Denmark National agreement	A national agreement signed by the Danish Working Environment Authority, the Employers' Confederation and LO-Trade Union Confederation, dating back to 2001, stipulates that local agreements have to be adopted to tackle mobbing, harassment and sexual harassment at work. The agreement led to the adoption of guidelines by the Government and an amendment to the paragraph of the Ministry of Employment Labour regulations which affirms that: "the work does not imply any risk of physical or mental health deterioration due to bullying/harassment including sexual harassment". The agreement has led to a wide range of local agreements (principally at company level and in municipalities/regions).
State sector	In the agreement on Cooperation and Joint Consultation Committees in State Sector Enterprises and Institutions of 2008, the parties to the agreement (State Employer's Authority and the Confederation of Danish State Employees Organisations) agreed to incorporate a new clause on harassment and violence: "The Cooperation Committee shall lay down guidelines that ensure a working environment where employees are not exposed to mobbing, (sexual) harassment or violence from colleagues, management or a third party. The Cooperation Committee must continuously oversee that the guidelines fulfil their purpose". (Article 5(10))
Regional and municipal sector	The general CBA for the Danish regional and municipalities sector, 2008, covers preventing, identifying and managing harassment and violence, and includes sexual harassment and third-party violence at work. The agreement, signed by the two employers' unions (Local Government Denmark and Danish Regions) and the Danish Association of Local Government Employees' Organisations (the joint negotiating body for 46 trade unions representing members employed in municipalities and regions), specifies that municipal and regional workplaces, through co-determination committees in each region/municipality, had to prepare guidelines on preventing harassment and violence by 1 April 2010.
Local government	An agreement signed by the employers and the Danish Association of Local Government Employees Organisations, signed on 1 April 2015, set aside DKK 2 million (€270,000) to fund a study on the psychosocial working environment in the sector.
Postal	<p>The Funen and South Jutland Postal Area policy on "Bullying, harassment and violence", agreed in 2013, sets out the company's intention to prevent and address harassing and offensive behaviour as part of a healthy working environment.</p> <p>Assistance and support is given to employees who may be affected by bullying, harassment or violence, regardless of whether they are a victim or a spectator, and includes harassment that takes place outside the workplace, including electronic forms of harassment via media such as Facebook.</p>
France Cross-sectoral	<p>The social partners signed a national inter-professional CBA "on harassment and violence at the workplace" on 26 March 2010, and the Government extended the agreement by a ministerial decision on 23 July 2010. It transposes the 2007 Framework Agreement and complements the national inter-professional agreement on stress at the workplace signed on 2 July 2008, which was also based on a European framework agreement and was made compulsory by a ministerial decision on 23 April 2009. The agreement is mandatory for all employees and employers, and unions and companies are invited to "adopt the agreement at company level, to declare that violence and harassment in the workplace are not tolerated and to envisage concrete and appropriate measures to prevent them and to respond if they occur".</p> <p>It lists items that should be dealt with at company level, including an appeal procedure, respect for confidentiality, disciplinary sanctions, mediation and consultation of an external expert. It also underlines the responsibility of the employer to intervene and to adopt appropriate measures and sanctions with the involvement of the social partners.</p>
Banking	An agreement on Harassment and Violence at Work between BNP Paribas and the banking union SNB/CFE-CGC (1 July 2014), covers definitions, prevention, roles of different actors, awareness-raising and training, procedures for identifying situations of harassment and complaints, the establishment of a national confidential committee and measures to protect victims and witnesses.
Aerospace, defence, security	The SAFRAN CBA adopted in June 2013 on "Prevention of sexual harassment and violence at the workplace" covers the definition of harassment and violence at the workplace; identifies the measures to be taken in order to prevent and to guarantee security, and to protect physical and psychological integrity; identifies, alerts and treats complaints of harassment and violence; supports of the victims of harassment; and sanctions and measures to protect employees' health.

Postal	LA POSTE CBA on “professional equality”, signed by all unions on the 3 July 2015 includes a chapter on “Violence and sexual harassment at the workplace, violence committed by clients and domestic violence”. It covers the prevention of moral and sexual harassment and <i>La Poste</i> commits itself to inform and communicate in order to prevent harassment. It describes its internal complaint and appeal process and in the case of violence committed by a client, <i>La Poste</i> pays legal fees and reserves its right to file a claim against the client.
Social economy	L’UDES (social and solidarity economy) with twelve branches, concluded a CBA for professional equality between women and men in November 2015. Article 9 addresses the combating of gender-based violence and sexual violence. It defines the concepts; it underlines the obligation of the employer to prevent sexual harassment; it demands a special article to be inserted into the companies’ rules on the fight against sexism; and it foresees a procedure for dealing with internal and external violence in the workplace.
Public sector	The French public sector adopted the first CBA on gender equality in the workplace on 8 March 2013. Chapter 4 of the agreement deals with the obligation to prevent all kinds of gender-based violence at the workplace as well as domestic violence detected at the workplace. Among the definition of the concepts, the legal obligations and sanctions, it foresees training sessions on the topic of health and security at work with a focus on the specificity of gender-based violence for all new civil servants and management. It underlines the importance of the role of the CHSCT committee to detect and prevent violence.
Retail	A health and safety agreement, signed in May 2009, gives a specific focus to preventing and addressing moral and sexual harassment, including psychological and other support for victims of aggression and violence from customers. <i>See also Carrefour GFA and European Agreements.</i>
Germany Manufacturing	Volkswagen AG (592 600 employees, automobile and logistic industry) started in 1996 with a company agreement, which was an initiative of the Works Council to prevent and inform of all kinds of discrimination, mobbing and sexual harassment. The agreement is called <i>Partnerschaftliches Arbeiten am Arbeitsplatz/collegial working at the workplace.</i>
Telecom	Sexual harassment and violence included in a <i>Deutsche Telekom</i> company directive called “Policy on personal security”, which entitles each employee to have a workplace free of physical and psychological violence and a “fear-free” working environment. It aims to raise awareness and carry out training workshops for managers, including trained and nominated “harassment managers” who give advice, orientation and support to employees and victims. A working group on “harassment management” meets on a regular basis and gives advice and supervision to the harassment managers.
Health	<i>Charité – University Clinic Berlin</i> has drafted a workplace policy in the form of a “directive on the prevention and treatment of sexual harassment at Charité”. This directive covers in its scope employees and students of Charité and will be adopted by the board in the summer of 2016. Represented unions have contributed intensively on the elaboration of the directive.
Transport	<i>Deutsche Bahn AG</i> company agreement of January 2016 “for equal treatment and protection against (sexual) harassment and discrimination”. It includes the legal obligations of the ADG (appeal procedure, sanctions), training sessions for managers and employees, external help-lines for staff, measures to empower and train female employees, including training on self defence against physical and sexual violence perpetrated by clients.
Greece National agreement	The National General Collective Agreement 2004–2005 (and implemented in subsequent years) included a commitment to prevent and address moral and sexual harassment at the workplace.
Ireland Civil service	In the Civil Service, an “Anti-Bullying, Harassment and Sexual Harassment Policy – A Positive Working Environment”, was negotiated in 1999 and was the first policy of its kind in the civil service in Ireland. It put an obligation on employers to have a clear, strong, robust policy in place to deal with complaints of bullying, harassment and sexual harassment. As an outcome of consultations and negotiation a new policy Dignity at Work – An Anti-Bullying, Harassment and Sexual Harassment Policy for the Irish Civil Service was agreed in 2015 setting out four stages for complaints. The Policy also includes details of the supports that are available to the parties of a complaint.

Health service	<p>An “Anti-Bullying, Harassment and Sexual Harassment Policy and Procedure” in the Irish health service (HSE) recognizes the right of all employees to be treated with dignity and respect and is committed to ensuring that all employees are provided with a safe working environment which is free from all forms of bullying, sexual harassment and harassment, and confidential support persons who are employed and trained to provide confidential support and information to victims of bullying, harassment and or sexual harassment. The policy was drawn up by a working group comprising representatives of employers and unions.</p>
National agreement	<p>The Code of Practice was agreed in consultation with IBEC (employers), ICTU (unions) and other relevant governmental organizations representing equality interests, including the state equality body, the Equality Authority. The Code aims to give practical guidance to employers, employers’ organizations, trade unions and employees on what is meant by sexual harassment and harassment in the workplace, how it may be prevented, and what steps to take if it does occur to ensure that adequate procedures are readily available to deal with the problem and to prevent its recurrence. The Code seeks to promote the implementation of policies and procedures in order to establish “working environments free of sexual harassment and harassment and in which the dignity of everyone is respected”.</p> <p>The Code states that “An employer is legally responsible for the sexual harassment and harassment suffered by employees in the course of their work unless he/she took reasonably practicable steps to prevent sexual harassment and harassment from occurring, to reverse the effects of it and to prevent its recurrence”. Employers are encouraged to take steps to prevent sexual harassment or harassment and guidance is provided on what to include in policies and procedures, which should be agreed by the employers with the relevant trade union or employee representatives. In so far as practicable, clients, customers and business contacts should also be consulted.</p>
Italy National agreement	<p>The National Framework Agreement on Harassment and Violence at work, 2015, transposed the 2007 European Framework Agreement. Signed by the three confederations (CGIL, UIL and CISL) and the employers’ organization (<i>Confindustria</i>). It adopts the definitions and text of the 2007 European Framework Agreement and specifies that employers’ associations and trade unions at territorial level will, within three months from signing this declaration, meet to identify if necessary procedures and identify what is the most suitable structures to provide support, including psychological and legal counselling to victims of workplace violence and harassment. In compliance with the agreement, a statement/declaration is annexed to the agreement that can be directly implemented at company level and aims to ensure that all companies, including small ones, sign a declaration. On this basis it is up to every company to implement its own procedures and internal declarations in conformity with the contents of the agreement.</p>
Gas and water	<p>In the gas and water sectors, national agreements with six employers’ associations were amended in 2010 and set out the roles of the national industrial relations observatory which has the role of monitoring the implementation of agreements, including the principle of non-discrimination and violence at work.</p> <p>The FILCTEM CGIL, FEMCACISL and UILTEC platform for negotiation of the renewal of the gas and water agreement (2016-2018) includes provisions for training plans containing sessions aimed at disseminating culture and respect, with the aim of preventing abuse and harassment against women.</p>
Energy	<p>In the energy and petrol sector the national agreement includes a section on “Protection of men and women’s dignity in the workplace”. It specifies that “Actions will be promoted to prevent any behaviours which may jeopardise men and women’s dignity at work. The parties hereby commit themselves to implementing prevention and information policies on discrimination and sexual harassment, stating the right for both, men and women workers, to live in a safe work environment that also encourages human relations, while respecting the dignity of men and women workers who are carrying out their tasks”.</p>
Food	<p>The national agreement of 5 February 2016 on the prevention of discrimination (between the unions FAI-CISL, FLAI-CGIL, UILA-UIL and 15 employer’s associations from the employers’ body <i>Confindustria</i>) includes a “Joint Statement” based on the National Framework Agreement on violence and harassment at work. The parties to the agreement commit themselves “to drawing up and finalising a national behavioural code against sexual harassment and mobbing”.</p> <p>The agreement includes a clause setting out the legislative provisions for an additional three months leave period for victims of domestic violence, which is in addition to the three months leave in the legislation (see Section 5 on domestic violence at work).</p>

Energy	The national agreement between energy unions and the company ENEL under the corporate welfare agreement “People Care in ENEL” covers wellbeing and health and addresses sexual harassment and violence at work. The national agreement refers to “equal dignity to prevent sexual harassment and limitation on one’s freedom; safeguard the dignity of men and women in the workplace”. A 2012 report by ENEL’s National Committee on Equal Opportunities for Promoting Equality, Diversity and Respect sets out objectives to further promote equality and dignity at work, which are being discussed under ENEL’s “Policy Project for Diversity”.
Building	<p>The agreement on sexual harassment in the woodwork sector was signed by the three unions in the sector (Feneal-Uil, Filca-Cisl, Fillea-Cgil) and the employer (FederlegnoArredo). Unions are using the agreement to implement territorial and company-level agreements. The agreement contains a Code of Conduct and establishes a committee of union and employer representatives who are tasked with raising awareness among employers and workers.</p> <p>The agreement requests companies to commit to signing the Code within one year after the establishment of the committee. The parties to the agreement agree to widely disseminate the code of conduct within their manufacturing sites.</p>
Transport (road)	The agreement with ANAS (the national road management authority) sets out a commitment to prevent and address workplace harassment through an agreed protocol that stipulates that the company shall undertake actions and procedures to identify if cases have occurred, to guarantee confidentiality to victims and to provide health and other support to victims through the company’s Committee on Equal Opportunities.
Transport (air)	An agreement with ENAV (the national air traffic controllers’ organization) sets out the principle that employment relations have to take place in suitable environments, with methods and conditions to guarantee equal dignity between women and men, to identify cases of harassment, to change behaviour and correct attitudes that may jeopardise the development of good relationships in the workplace.
Transport (air)	In air transport, the airline EasyJet signed an agreement on 4 March 2015 on the protection of worker’s dignity and prevention of sexual harassment. The agreement states that sexual harassment and mobbing is a disciplinary infringement and that it is illegal to sanction actions that have not occurred simply to damage someone or obtain any benefit at work. Cases of sexual harassment reported to the company must implement timely, unbiased and confidential procedures.
Transport (freight)	In the freight sector the company TNT agreed a declaration of accountability (based on the 2007 European Framework Agreement) signed on 25 January 2016. It uses the language of the 2007 European Framework Agreement notably that the company “consider unacceptable any harassment or violence in the workplace and will implement appropriate measures against those that perpetrate the actions”. It specifies that the company will promote a work environment where the dignity of everyone is respected based on principles of equal opportunity.
Transport (bus)	An agreement with <i>Busitalia</i> signed on 18 February 2015 is based on the principles set out in the national agreement and parties commit to implement equal opportunities and positive action measures, prevent, eliminate and sanction any undesired behaviours which offend people’s dignity and which can be defined as harassment, including sexual harassment (in accordance with the legislative decree 198/2006). The agreement also covers other forms of violence, including psychological violence.
Netherlands National agreement	<p>The 2007 European Autonomous Framework Agreement on Violence and Harassment at Work was translated into Dutch and is annexed to the implementing recommendation concluded by the national social partners in November 2008. The “Joint recommendation on harassment and violence at work”, of 5 November 2008, was agreed by the Dutch social partners in the National Labour Foundation: VNO-NCW, MKB-NL, LTO-NL (employers’ organizations) and FNV, CNV and MHP (trade union organizations).</p> <p>It recommends that the parties engage in collective bargaining at sector and company level and take serious steps to prevent and combat harassment and violence at work. It states that it is in everyone’s interests to promote mutual respect in the workplace as this contributes to a company’s success and to employee job satisfaction.</p>

Local government	<p>The 2010 agreement of the Association of Netherlands Municipalities (VNG) and municipal trade unions contains a new section on policies to reduce harassment and violence. It provides for the appointment in municipalities of a harassment and violence coordinator, "persons of trust", the adoption of best practices and procedures, and an incident reporting system.</p> <p>This joint action between employers and trade unions has led a reduction in number of incidents in local government, as noted in the report "Aggression and Violence". In 2008, 52% of employees reported incidents, while in 2010 the figure decreased to 48%.</p>
Public sector	<p>In the public sector, safety and health at work codes and voluntary agreements have been established between the social partners on how to deal with violence and harassment at work, including prevention and awareness-raising.</p> <p>A voluntary safe workplace framework agreement in 2009 led to a number of safe workplace agreements that agree rules, prevention, reporting and dealing with cases, as well as care and support for victims.</p>
Health	<p>In the hospital sector, the CBA for Hospitals 2009–2011 recommended a number of measures to prevent violence including a risk inventory that gives special attention to "tackling work pressure, aggression, physical strain and violence". In the health sector unions have highlighted the need to do more tackle sexual harassment by third-parties (clients and patients).</p>
Transport	<p>The Collective labour agreement <i>Multimodaal vervoer</i> (multimodal transport), 2014–2015 addresses violence, harassment and sexual harassment and makes recommendations such as appointing a confidential counsellor and establishing a complaints procedure and complaints committee. Article 81: Sexual intimidation and discrimination stipulates: "The employer shall conduct a policy within his company aimed at preventing and countering sexual harassment and discrimination against workers employed by him. In annex 18 of this Agreement are recommendations of the CAO parties included, by means of which the referred policy above can be supported". In annex 18 (relating to Article 81 Sexual intimidation and discrimination CAO parties recommend to support a policy referred to in Article 81) aimed at preventing and countering sexual harassment and discrimination, in consultation between management and the works council.</p>
Slovenia Banking	<p>The employers and unions in the banking sector were the first to sign an agreement that includes clauses on harassment at work, including sexual harassment, which occurred before legislation was introduced. The agreement is widely regarded by trade unions as a best practice agreement, including the working environment and psychosocial conditions for work, prevention of psychological, physical and sexual harassment and harassment at the workplace; and protecting victims from such acts. The employer is obliged to regulate the prevention of discrimination, sexual and other harassment and bullying/mobbing at work, in a general document and to adopt concrete preventive measures, and procedures are set out, including the right for victims to take sick leave (Art. 67).</p>
Public administration	<p>A Decree on measures for protecting the workers' dignity at work in state administration was introduced in 2009. Employers in state administration have a duty to protect dignity at work, which includes protecting workers from bullying, harassment and sexual harassment. The regulation provides for the appointment and training of workplace counsellors and since 2009 the Office for Equal Opportunities has trained over 600 workplace counsellors to this effect. The head of each public administration service is required to publicise the Decree. The counsellor gives information and helps the alleged victim. Good practices have been established in the police and army; these are sectors where complaints had been made of sexual harassment in the past.</p>
Metal	<p>In an earlier CBA an article on preventing bullying, violence and humiliation at work was included as a measure to create a worker-friendly environment. However, a new CBA was signed in 2015, and no longer includes this article. Instead, a new Article 36 was introduced, which states that the employer is obliged to inform the trade unions at least once a year on the implementation of the measures to protect the workers from discrimination and from sexual and other forms of harassment at the workplace.</p>
Hospitality/ tourism	<p>A CBA for hospitality and tourism addresses harassment and sexual harassment in the workplace states that: "Employers adopt and implement measures to protect employees against violence, mobbing and harassment at the workplace". Article 10, paragraph 7 states that "every employer shall adopt and implement the measures to reduce the risks of violence by third parties".</p>
Non-metal production	<p>A CBA in the non-metal production, extraction and processing industry in Article 42 states that "the employer and the trade union should aim to achieve efficient protection against violence in mobbing, harassment and other forms of psychosocial risks at work, and to that end they should constantly inform each other, formulate proposals and agree with each other on the measures to eliminate or reduce all such risks that may represent a threat to the worker's health".</p>

Electronics	The agreement in Article 5(a) states that: “once a year the employer shall inform the trade unions on the measures to protect the workers from sexual and other forms of harassment and mobbing at the workplace and shall consult the trade unions on the implementation of such measures”.
Oil and petrol	A Company CBA for the oil company Petrol and ZSSS (commerce sector) was signed in 2014. The employer is obliged to provide a working environment in which no worker will be exposed to sexual and other forms of harassment or bullying/mobbing by the employer, supervisor and colleagues, and to that end the employer should adopt appropriate measures to protect the workers from sexual and other forms of harassment or bullying/mobbing at the workplace and to protect workers’ personal data.
Retail	A workplace policy against sexual and other harassment and bullying/mobbing at the workplace was agreed by the Mercator (supermarket chain) and Mercator Trade Union (ZSSS, commerce sector). It sets out a zero tolerance approach, clear procedures in making complaints on sexual and other forms of harassment, and support to victims.
Spain Telecom	The agreement between Vodafone and unions in Spain on a Workplace Equality Plan sets out measures to address violence at work under a “Protocol on Sexual Harassment and Harassment for Sexual Reasons”. It sets out the additional instruments that the company will use to detect evidence of harassment and/or discrimination among its staff, including a fact-finding period and disciplinary measures and the dismissal of a harasser. In 2018, as a result of the Vodafone Global Policy (see Section 5 on domestic violence below) the policy was updated to include 10 days paid domestic violence leave.
Cleaning	An affirmative action clause included in the sectoral CBA on the cleaning of buildings covers non-discrimination and equal treatment for all workers, with particular emphasis on women’s progression into senior positions, maternity leave and continuity of bonuses and wage increases. It also includes an equality module in the company’s annual training programme and prevention of sexual harassment to be included in Equality Plans.
Tourism	The harassment protocol of <i>Paradores de Turismo</i> gender equality plan defines different situations of violence in the workplace as well as detailing which types of behaviour are punishable.
Telecom	The CBA of <i>Telefónica Ingeniería de Seguridad</i> includes measures to prevent and address violence and harassment, including the sanctioning of the use of electronic devices to cause or incite sexual, gender-based or workplace harassment.
Energy	Endesa group’s CBA, of 13 February 2014, addresses violence in the workplace as a health and work environment issue, with a commitment to safeguarding the working environment so that workers’ psychological health is never at risk. Special attention is paid to detecting and evaluating possible psychosocial risk factors as well as applying preventive and/or corrective measures. Victims of sexual harassment are granted paid leave of absence while they undergo psychological treatment or legal proceedings. Endesa extends its rules regarding sexual, gender-based and workplace harassment to all staff including those who have temporary contracts through employment agencies and contractors.
Banking	<i>Bilbao Bizkaia Kutxa</i> (BBK), a Spanish financial institution, has implemented a protocol with specific measures to prevent sexual harassment and gender-based harassment in the workplace, with procedures for reporting harassment or related claims, and the use of non-sexist language in communications.
Environmental services	FCC, an environmental services and infrastructure provider has an Ethics Code on Equity and Diversity, which adheres to the United Nations Global Compact, covering equal treatment and equal opportunities between women and men and the eradication of discrimination based on sex, including prevention of sexual harassment. FCC Construction implemented the first Equality Plan within the construction sector covering a range of gender equality issues including prevention of harassment and gender violence. A monitoring commission regularly reviews progress on measures taken by the company and proposes areas for improvement. FCC has conducted awareness training on equality and sexual harassment prevention for all employees.
Energy	<i>Hc Energía Group</i> has implemented a collective agreement and equality plan to promote gender equality, the health and safety of women workers, including recruitment of women victims of gender-based violence into its workforce. The company has implemented a prevention and intervention protocol to report moral, physical or sexual harassment or gender inequalities. Protection is given to victims of domestic violence (see section on domestic violence below).

Manufacturing	The Renault España CBA of 18 April 2013 sets out formal and informal processes for resolving sexual harassment cases. During this process the worker(s) involved will be offered, if possible, a different position in the company until a verdict is reached. Workers have the right to assistance from a staff representative or other person they trust in the company.
Sweden Hotels	The Swedish Hotel and Restaurant Workers Union (HRF) and the employer organization Visita [Swedish Association of Hospitality Employers] has concluded agreements to prevent and address violence and sexual harassment at work in the hotel sector centrally and locally, with a particular focus on third party violence and harassment.
Switzerland Watch and microtechnic	A collective labour agreement in the Swiss watch and microtechnic Industry signed by <i>la Convention patronale de l'industrie</i> and the union UNIA, on the 1 January 2012, introduced provisions on moral harassment (mobbing) and sexual harassment at work, including the introduction of "persons of confidence" in companies of more than 50 persons.
United Kingdom Retail	A workplace equality and diversity agreement with the supermarket chain, Sainsbury's Retail, agreed on 4 May 2011, states that: "The workplace should be free from discrimination, harassment or bullying, where everyone feels valued and respected. This means we don't tolerate discrimination, harassment, bullying or victimisation by colleagues or managers against their other colleagues, managers, third part contractors or customers".
Education	The equality and diversity policy of the University of Bedfordshire, agreed on 1 June 2011, states that: "The University is committed to promoting equality of opportunity in all of its activities. The University aims to enable students and staff to reach their full potential, and provide them with an environment which is free from unfair and unlawful discrimination, bullying, harassment and victimisation".
Security	GMB negotiated Respect at Work policy with the security company G4S. The policy states that G4S is "committed to conducting business with integrity and utilising the talents of everyone providing a working environment free from any unfair discrimination, harassment, bullying and victimisation". The policy includes a detailed explanation for the basis of the policy, clear and detailed definitions of bullying and harassment, the processes for managing harassment and bullying, training for managers and supervisors, and collection of data on complaints by gender.
Entertainment	An agreement between BBC and unions within the Federation of Entertainment Unions for a new policy, "The Bullying and Harassment Grievance Policy and Guide", to address complaints from staff and freelancers on bullying and harassment, which includes improved processes for handling complaints and the involvement of an external expert from the initial grievance through to any subsequent appeal.
Tripartite	The UK ACAS guidance for employers covers: what is sexual harassment (verbal, non-verbal, physical conduct of a sexual nature); how does sexual harassment happen; sexual assault and physical threats; who can it happen to; historical allegations; making a complaint of sexual harassment; handling a complaint of sexual harassment; and getting support. ¹⁸⁸

188 <http://www.acas.org.uk/index.aspx?articleid=6078>

<p>European Framework Agreement</p>	<p>The 2007 European autonomous “Framework agreement to prevent, manage and eliminate violence at work”¹⁸⁹ (ETUC and European employers BUSINESSEUROPE, UEAPME and CEEP) states that violence and harassment can:</p> <ul style="list-style-type: none"> • be physical, psychological and/or sexual; • be one off incidents or more systematic patterns of behaviour; • be among colleagues, between superiors and subordinates or by third parties such as clients, customers, patients, pupils, etc.; • range from minor cases of disrespect to more serious acts, including criminal offences, which require the intervention of public authorities. <p>The Agreement states that that there should be confidentiality, and that “all complaints should be investigated” and there should be an “impartial hearing and fair treatment”. It established the importance of joint monitoring mechanisms “to ensure that they are effective both in preventing problems and dealing with issues as they arise”, and for the European social partners to monitor implementation in the Social Dialogue Committee.</p> <p>Across Europe national social partners have reached new agreements or inserted new elements into existing CBAs at sectoral or company level, as well as drawing up jointly agreed guidance, declarations or statements. According to the final joint report by the European Social Partners on the implementation of the agreement, it has led to the introduction of a substantial number of national and sectoral-level agreements, as well as legislation, to protect workers from violence, including harassment and sexual harassment.</p> <p>Examples of implementation include the national agreement in Italy signed in 2015; the French national inter-professional CBA “on harassment and violence at the workplace” on 26 March 2010; and in Belgium the Framework Agreement has informed both the recent law on Wellbeing at Work and guidance issued by the National Labour Council. In Denmark a national agreement signed by the Danish Working Environment Authority, the Employers’ Confederation and LO-Trade Union Confederation, dating back to 2001, specifies that local agreements have to be adopted to tackle mobbing, harassment and sexual harassment at work. In the Netherlands the Framework Agreement has been translated into Dutch and is annexed to the implementing recommendation agreed by the Dutch social partners in November 2008 in the National Labour Foundation. In the United Kingdom a joint guidance document “Preventing Workplace Harassment and Violence: Joint guidance implementing a European social partner agreement” was issued by government, employers in the public and private sectors, and trade union organizations (ACAS, CBI, Department for Business Innovation and Skills, HSE, PPE and TUC).</p>
<p>Transport</p>	<p>Guidelines were drawn up by the European sectoral social dialogue (CER employers’ association and ETF) in the railway sector, for example in 2013-2014 guidelines and joint recommendations were drawn up on the identification and prevention of psychosocial risks in the railway sector.</p> <p>Joint sectoral social dialogue in the maritime sector (ETF and ECSA) has targeted seafarers and shipping companies to prevent and tackle bullying and harassment in the sector. The updated training toolkit contains guidelines to shipping companies in 23 languages, a training video subtitled in 11 languages and a workbook for “training the trainers”.</p>

2. Domestic violence in the world of work: CBAs, policies and employer-led initiatives

<p>Australia Local authority</p>	<p>Australia’s first domestic violence clause included in an enterprise agreement between the Victorian Surf Coast Shire Council and the Australian Services Union Victorian Authorities and Services Branch (Surf Coast Shire Council Enterprise Agreement 2010–2013).¹⁹⁰</p>
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¹⁸⁹ For the framework agreement and implementation reports see: <https://www.etuc.org/fr/node/3171>

¹⁹⁰ <https://www.wgea.gov.au/sites/default/files/mcferran-domestic-violence-workplace-issue-australian-developments.pdf> and <https://www.fwc.gov.au/documents/decisionsigned/html/2017fwc3696.htm>

<p>Banking</p>	<p>Commonwealth Bank, Australia¹⁹¹ drew up a comprehensive strategy to respond to domestic and family violence in 2015. The goals of the strategy are to provide a safe place to work, support customers in crisis, promote financial independence and champion gender equality. Policy measures include the provision of paid domestic violence leave of 10 days, domestic violence support toolkits for employees and managers, and a Domestic Violence First Response Guide to assist leaders and managers to support employees who are experiencing domestic violence.</p> <p>Employees have received training on how to support colleagues and customers. In 2017, a pilot of a Domestic and Family Violence Emergency Assistance Package was launched in partnership with specialist support organizations, providing customers and employees with expert counselling and financial support to ensure their immediate safety and assist those looking to leave an abusive situation. Over 1,000 customers have accessed the package.</p> <p>The National Australia Bank offers unlimited paid domestic violence leave if needed (June 2013) to its 43,000 workers, and this was incorporated into their enterprise agreement in July 2014.¹⁹² Implementation of the policy is the first of its kind for a major Australian Bank, and through this initiative NAB hopes to encourage employees who experience domestic violence to come forward and seek support. NAB found a strong business case for allowing victims to take the time they need to recover, given the negative impact domestic violence can have on employees' ability to attend and perform at work.</p>
<p>Education</p>	<p>By 2017, about two-thirds of university enterprise agreements negotiated with the National Tertiary Education Union (NTEU) included clauses on domestic violence. For example, all universities in the state of Victoria have domestic violence leave for permanent and on-going staff. In 2015, this provision was also extended to casual employees.</p>
<p>Telecom</p>	<p>In 2014, Telstra introduced its Family and Domestic Violence Support Policy, designed to support Telstra employees experiencing the effects of family and domestic violence. It provides up to ten days paid leave each year in addition to other leave entitlements, which can be extended if required. Telstra recently launched an updated policy, which is now global. The policy includes guidance relating to perpetrators for managers, and provides an allowance to access existing leave (personal leave) and flexible working arrangements to attend commitments related to family and domestic violence. Telstra's Family and Domestic Violence Support Policy and Telstra Enterprise Agreement 2018-2021,¹⁹³ includes a clause (31) on Family and Domestic Violence Leave.</p>
<p>Transport</p>	<p>Aurizon Freight introduced a Domestic violence at work policy in 2015 containing practical measures in the workplace, educates leaders in how to best support employees, provides financial support, including up to 28 days of temporary accommodation, reimbursement of legal expenses (up to \$300) and salary advances to cover rental bonds; and up to 10 days paid leave and flexible work options.</p>
<p>Postal</p>	<p>Australia Post has introduced internal and external initiatives to support employees and customers affected by domestic and family violence, including domestic and family violence leave introduced in its employment policy in 2015. In May 2017, Australia Post introduced a free mail redirection service for victims of domestic and family violence.</p>
<p>Public service</p>	<p>The Australian Public Service developed a workplace response to domestic and family violence as part of the Australian Public Service's Balancing the Future: Gender Equality Strategy 2016-2019. Each Australian Government department must recognise that both victims and perpetrators exist in their workplaces, and accordingly, they must develop a policy response. The Australian Public Service Commission developed a customisable policy template to meet the individual needs of each workplace.</p> <p>All Queensland Government departments have a domestic and family violence workplace policy, and access to online training and support and referral resources. All Directors-General and their leadership teams have pledged to help end domestic and family violence in Queensland.</p>
<p>Leasing</p>	<p>Autopia, a specialist novated leasing company, has implemented a workplace response to domestic and family violence, including a policy which includes a 10 days paid leave per year, a flexible approach to working hours, an employee assistance program with free and confidential counselling, job redesign, and a workplace safety plan.</p>

191 For further information about this case study and other innovative examples of how companies and unions have implemented workplace policies see UN Women Australia report: https://unwomen.org.au/wp-content/uploads/2017/12/Taking_the_First_Step_UNWNCA_Report.pdf

192 <http://www.smh.com.au/national/nab-to-offer-violence-leave-20130601-2niyh.html>

193 <https://cwunion.net/telecom/xeba18.pdf>

Property	Mirvac Group is one of Australia’s leading property groups. It gives support to employees affected by domestic violence including a domestic violence leave policy with up to 10 days paid leave, and up to \$5,000 financial support per instance of domestic violence to help with any personal expenses incurred such as medical, relocation/accommodation expenses and childcare, unpaid leave for up to one month, temporary provision of a new phone and new email address if necessary, and specialist counselling.
Professional services	In 2015, PwC launched its Family and Domestic Violence and Sexual Assault Support Policy which provides compassionate, practical and confidential support with ten days paid leave, further paid leave at the discretion of the company, a discretionary payment of \$250 and a salary advance to help an employee fund urgent needs, flexible working options, help with safety planning, and support through employee assistance.
Mining	<p>Rio Tinto’s policy provides up to 10 days a year of domestic and family violence leave and financial assistance to employees directly impacted by violence at home. Employees also have support to stay for a short time in temporary accommodation to give them time to organize a more permanent home.</p> <p>Flexible working arrangements, such as altered start or finish times, change in roster patterns, or a change in location are also available as additional support if required. Rio Tinto can provide security escorts for employees at risk, protecting them, as they arrive at and depart from work, and the employee assistance program has trained counsellors to help people deal with abuse at home.</p>
Education	A CBA for teachers in the Province of Chubut (2014) includes leave for victims of gender-based violence: “This leave shall be granted to teachers who are victim to any kind of act that results in direct damages either in the public or private sphere that affect their lives or personal safety, meaning that they require leave from their job on these grounds”. The leave will be subject to the appropriate certificate issued by the relevant care and assistance service providing support for victims of gender-based violence. Victims also have the option of reduced working hours or changes to their working hours or work centre.
Retail	Carrefour (Argentina) has introduced a Protocol setting out measures to support victims of domestic violence.
Health	<p>The Sinai Health System Policy¹⁹⁴ (2011) aims to raise awareness and increase capacity in providing a safe work environment for workers who are victims of domestic violence. It sets out a range of measures to ensure privacy and confidentiality of victims of domestic violence, responding in non-discriminatory ways, and encouraging employees who suspect or witness acts of domestic violence to come forward. Guidance is also given on how to respond to employees who commit domestic violence, relating to disciplinary action and referrals to programmes in the community for perpetrators.</p> <p>Procedures are put in place on how the organization can respond to and support victims, and key staff and managers are trained on how to recognize and respond to domestic violence at work. Guidance is given on safety measures that can be implemented, including safety planning in the workplace, for example, to ensure that security personnel can identify a perpetrator, implementing a safe walk program by escorting an employee to and from their car or other transport, assigning special parking spots, screening telephone calls, enforcing restraining orders, and relocating an employee’s workspace to a more secure area. Guidance also covers how to enable an employee to seek safety and protection, for example, to attend court hearings, arrange for new housing, and attend counselling, and for flexible work hours and short-term leave of absence.</p>
Canada Health	<p>The Windsor Regional Hospital / Hotel Dieu Grace Hospital has introduced “Intimate Partner/ Domestic Violence Policy Provisions on domestic violence at work” as part of the “Creating a Safe Workplace”.¹⁹⁵ This aims to ensure a workplace environment that is safe from all forms of violence, including intimate partner/domestic violence, and to be an employer that supports victim-survivors of violence.</p> <p>The policy sets out the roles of managers and staff, support including paid leave for survivors-victims, referrals to specialist domestic violence support and advice, disciplinary measures for staff who commit acts of domestic violence inside and outside of the workplace, and provision of safety planning (Violence Response Team), prevention and intervention, and provision of personal workplace safety plans.</p>

194 For further information see the Mount Sinai Hospital “Guide to Domestic Violence Policy”: http://www.mountsinai.on.ca/about_us/policies/MSH%20Guide%20to%20Domestic%20Violence%20Policy.pdf/view

195 <http://makeitourbusiness.ca/sites/makeitourbusiness.ca/files/WRH-Intimate%20Partner%26DV%20Policy.pdf>

<p>Denmark Postal</p>	<p>The company's bullying, harassment and violence policy agreed with trade unions in 2013 (Funen and South Jutland Postal Area) covers measures that managers and co-workers can implement to promote a healthy working environment by addressing violence inside and outside of the workplace. The agreement recognises that domestic violence can affect the working environment and sets out ways the postal area can offer support to victims of domestic violence.</p>
<p>State policy</p>	<p>SKAT (the state tax/revenue authority) Personnel Policy on "Violence, intimidation and harassment" was amended to include prevention of domestic violence at work and support to victims following the intervention of the trade union. The policy recognises that violence, threats and harassment can occur during or outside of the workplace and co-workers and managers have a role to play in preventing violence and threats.</p>
<p>France Postal</p>	<p>The CBA on gender equality signed with <i>La Poste</i> in July 2015 by all social partners represented in the company, contains in Section VIII, a specific chapter on protection against domestic violence and on violence in the workplace. It sets out psychological and practical support, including housing support, for victims of domestic violence.</p>
<p>Retail</p>	<p>Article 2 of Carrefour's social agreement on gender equality, 18 May 2012, commits the company to include as part of its Corporate Social Responsibility strategy to inform and to train employees on domestic violence. Carrefour has drawn up a guide to "Tackling violence against women in the workplace" (with UN Women's National Committee for France) for human resources managers and employees in Carrefour's 231 hypermarkets and more than 1,000 supermarkets. It will also direct victims of violence to appropriate bodies for support and advice. It complements an active listening and psychological support service – Carrefour's <i>Psyra</i> – which has been in operation since 2012. The service is free and anonymous, and can be accessed 24 hours a day, seven days a week by telephone.</p> <p>Carrefour is also committed to helping women who are victims of domestic violence to get jobs with the company. An agreement was signed between Var department, local divisions of France's housing and social rehabilitation centers, Carrefour Market stores and the department's six Carrefour hypermarkets to enhance recruitment of women victims of domestic violence.</p> <p>Carrefour has set up awareness-raising and prevention campaigns in Spain, Italy, Romania and Argentina where, for example, a "gender-based violence committee" and 200 store managers and directors have been trained, so they can identify instances of violence and provide the victims with support.</p> <p>Kering's employees have received domestic violence awareness workshops (delivered by NGOs FNSF in France, D.iRe in Italy, Women's Aid in the United Kingdom and NNEDV & NAESV in the US). Two levels of training are offered: an introductory three-hour session and a full-day training for employees who wish to become "references" within the company.</p> <p>To date, more than 1,100 Kering employees have been trained to support survivors who choose to disclose their situation and refer them towards specialized services. In addition, this training has also been delivered to the Executive committee of Kering and is now rolled out top each brand's Executive Committee inside the Group.</p>
<p>Manufacturing</p>	<p>PSA Peugeot Citroën agreed a company-wide agreement in 2009 which included a protocol to prevent and combat domestic violence; it was signed with the former Minister for Employment and Social Relations. The 2014 agreement includes an article on supporting victims of domestic violence, training of managers and workers, and encourages the various PSA sites to take action against gender-based violence. Company-wide agreement on developing jobs for women and equal employment opportunities for men and women, Article 4(8).</p>
<p>Telecom</p>	<p>The 2014 agreement on gender equality with telecommunications company Orange, included an article about gender-based violence. As part of the "Work organization, work-life balance, health and prevention", it puts in place emergency action if a woman needs it.</p> <p>Housing is provided by the <i>Action Logement (housing)</i> initiative, enabling employees-victims of violence to access alternative housing solutions quickly and with more ease.</p>
<p>Public Administration</p>	<p>The Ministries of Finance and Economy refer to gender-based violence in their 2015-2017 Gender Equality Plan, with measures for preventing violence in the workplace and in the personal sphere.</p>
<p>Manufacturing</p>	<p>An agreement with Michelin on "the development of diversity and professional equality between men and women", signed in 2016, contains a paragraph on domestic violence and the provision of care and support for victims.</p>

Germany Various sectors	A list of 16 employers providing workplace policies is published on the website of the domestic violence NGO <i>Terre des Femmes</i> . Most of these employers are in the public sector, very often city administrations. The Body Shop, the electoral districts of Charlottenburg/Wilmersdorf and Reinickendorf, and the headquarters of the health insurance company Barmer GEK Berlin, have all established good practice workplace policies.
Local government	The staff council and the electoral district of Berlin Reinickendorf in 2011 adopted a binding agreement on the topic called “NO to domestic violence: courage for a confidential conversation at the workplace”, with a range of measures to guarantee the physical and psychological protection of victims of domestic violence.
Retail	The Body Shop published a “model” of its workplace policy in 2012 setting out how victims of domestic violence can be protected and supported in the workplace. The policy includes the training of managers and measures to raise the awareness of all employees.
Health	A draft workplace policy has been drawn up by <i>Charité</i> , and since 2010-2012 staff have been trained on domestic violence and the detection of it. A designated person has been appointed in the workplace for “protection against violence”.
Italy Transport	In the transport sector in Italy, the goal is for all new agreements to incorporate the three months’ leave entitlement, as set out in the 2016 Jobs Act. Unions want to see the legislation enforced and for leave provisions to be utilized flexibly and with the possibility to take the leave flexibly on an hourly basis.
Electrical	The electrical CBA currently includes reference to violence against women in a section on women’s rights. Unions are currently putting effort into extending the leave provisions beyond the three months provided in the Jobs Act, to six months.
Food	A joint statement on preventing discrimination in the food sector FAI-CISL, FLAI-CGIL, UILA-UIL (unions) and 15 employers’ associations from the food sector of CONFINDUSTRIA, 5 February 2016, sets out provisions of paid leave for women who are victims of gender violence of up to a maximum of 3 months to be paid for by the company in accordance with the legislation.
Chemical	In the chemical sector several agreements have been signed on reconciliation of personal and professional life, which include a leave period for victims of domestic violence, and right to switch between part-time and full-time work.
Energy/water	<p>In the preparation of the national energy and water sector agreement, unions incorporated the legal provisions contained in the 2016 Jobs Act on domestic violence leave in order to enforce legislation at workplace level.</p> <p>Bargaining proposals have included a provision for paid leave to be flexible and for it to apply for up to six months. Unions also want to create a single agreement with a dedicated section specifying “that women who are victims of domestic violence are entitled to leave”.</p>
New Zealand Telecom	<p>Vodafone NZ’s company policy on family violence at work was introduced following a “business giving network” that it chaired. The policy provides 10 days leave for victims of domestic violence which can be extended if necessary, and support and access to counselling is provided by NGO partners. The company helps perpetrators seek support and allows for unpaid leave to attend counselling.</p> <p>An employee-led Manaaki Support network provides confidential guidance, practical supports and information to keep employees safe at work, such as changing phone, email address or payroll details. The policy was drawn up with help from two NGOs working with victims of domestic violence. Vodafone NZ has collaborated with the New Zealand Human Rights Commission to create support material for other businesses who want to implement a policy, which in turn contributed to the introduction of legislation in 2018 to provide the right to ten days leave.</p>

<p>Spain Regional government</p>	<p>The Protocol of the Administration of the Andalucía region for the “protection of public employees who are victims of gender violence” was agreed by the regional government of Andalusia in 2017 to provide protection and support to employees who are victims of gender-based violence.</p> <p>It states that the employer will ensure the right to comprehensive social assistance and the employee will have the right to transfer to another job and to have their data specially protected. Confidentiality will also apply to any dependents and if the worker is temporarily incapacitated as a result of any physical or psychological impact from the violence, they will be paid the full level of benefit. The measures are aimed at the protection of women against the aggressor and to promote reconciliation of work with personal and family commitments of the victim.</p> <p>The document, prepared by the Conciliation and Equality Plan of the General Committee and of which the trade union CCOO is a member, sets out measures and procedures to facilitate the labour and / or civil service protection of these professionals. This includes measures for victims of gender-based violence who are forced to leave the workplace in the locality where they had been providing their services - to make effective their protection or the right to comprehensive social assistance - to have the right to transfer to another job, to have their data specially protected and the adjudicated destinations not made public. Affected workers can receive one hundred percent of the benefit complement. Safety measures include initiating a protection process from the moment the victim demands it.</p>
<p>Security</p>	<p><i>Securitas Seguridad España</i> Equality Plan of 5 July 2016 includes a commitment to publish a booklet which details all legal measures and resources available to victims of domestic violence.</p>
<p>Banking</p>	<p>A national CBA for the banking sector makes provision for zero interest loans to cover the necessary expenses of workers who are victims of domestic violence.</p>
<p>Energy</p>	<p>The Iberdrola Equality Plan of 2009 provides training for workers and managers as part of measures to prevent domestic violence.</p> <p>Hc Energía Group’s CBA and equality plan to promote gender equality includes provisions to promote the health and safety of women workers, including recruitment of women victims of gender-based violence into its workforce. The company has implemented a prevention and intervention protocol to report moral, physical or sexual harassment or gender inequalities. Protection is given to victims of gender-based violence through provision of flexibility in working hours, leave, transfers and access to loans, as well as psychological, medical and legal advice and a bonus for accommodation rental expenses in case victims’ need to move out of their homes.</p>
<p>Municipal waste</p>	<p>Emulsa’s gender equality plan 2014-2016 rewards the completion of their domestic violence training courses with points, the same way as they would give points for professional training courses which are taken into account for internal promotion processes.</p>
<p>Retail</p>	<p>El Corte Inglés gender equality plan, of 6 August 2015, offers 4 days full paid leave per year to domestic violence victims when they have to move house or they have young or disabled children in their care. The plan provides for all leave of absence caused by domestic violence to be remunerated in full. Victims of domestic violence can also receive their bonus pay in advance.</p> <p>Leroy Merlin’s gender equality plan builds on the provisions in the law by extending a period of job restructuring, allowing a victim of domestic violence to choose between going back to their original position or continuing in their new post.</p>
<p>Water</p>	<p>Aqualia’s 2009 gender equality plan states that domestic violence victims can vary their holiday period to any time in the year, providing there is a justifiable and accredited reason.</p>
<p>Public services</p>	<p>Agbar, a Spanish based holding company in the public sector, signed an agreement with the Catalan Parliament to hire women victims of gender-based violence. During the pilot phase, each of the nine companies who signed the agreement committed to hire and provide support and training to at least three women who had experienced gender-based violence.</p>
<p>Telecom</p>	<p>The workplace Equality Plan between Vodafone and unions sets out measures to address violence at work and includes provisions to provide leave and support for victims of domestic violence.</p>
<p>CBA Restaurant</p>	<p>The CBA of 3 March 2016 with Grupo Zena offers paid leave to victims of domestic violence for doctor’s visits or for treatment if social services or the health service deem it necessary.</p>
<p>CBA Retail</p>	<p>The 2016 CBA of LIDL supermarkets provides leave of absence of up to three years for domestic violence victims with the right to re-incorporate at the same professional level, if the problem is ongoing and more than 18 months have passed.</p>

CBA Energy	<p>The CBA of Endesa, 13 February 2014, provides for social and psychological support, medical care, legal aid and assistance, social care, and the right for victims of domestic violence to modify their working hours and have a short break for lunch so that they can work continuously. Financial aid is provided for victims, such as payment of 50% of rental costs for six months when victims have to leave their homes, as well as 50% of expenses such as for personal security and changing school of a child. Endesa's economic provisions for domestic violence victims offers the following types of financial aid for a maximum period of six months:</p> <ul style="list-style-type: none"> • When victims have to abandon the home they share with the perpetrator, the company will pay 50% of home rental costs (maximum 360 euros a month). • Up to 50% of the cost of necessary expenses is provided (e.g. for the purposes of personal security such as changing the school of young children to cover registration fees, books and uniform and other related expenses).
Retail	<p>The Decathlon company's 2014 CBA sets out a range of support measures, including job transfer for victims of domestic violence and help to cover travel and moving costs.</p>
United Kingdom Telecom	<p>British Telecom's domestic abuse policy sets out a range of options for line managers in managing the effects of domestic violence in the workplace, such as leave to attend appointments with specialist agencies such as police, support agencies, solicitors and housing specialists; sick leave where a victim is ill as a result of stress or injury; help and support including the Employee Assistance Programme and BT Counselling Consultants; and flexible working and changing work roles in line with the company's "Achieving the Balance" policy. Other practical actions include a change to an individual's work location, offering an advance of pay or changing payment methods, reviewing any home-based working arrangements, changing an individual's contact details at work and ensuring these remain confidential. Where both people in the domestic dispute are BT employees, reference can be made to BT's harassment and bullying at work policy.</p>
Retail	<p>A domestic violence policy agreed between the Coop (retail chain) and the shop workers union USDAW sets out obligations on the company to provide information for line managers and HR and resources for victims and perpetrators of domestic abuse; provide support to victims such as time off to attend meetings or counselling; provide support to perpetrators who may seek help voluntarily; provide training to raise awareness of domestic violence and understanding of the policy and guidance, and the roles of line managers, HR and the Employee Assistance Programme.</p>
Local government	<p>Luton Borough Council Domestic Abuse Policy (2009) sets out the support and help available to staff who are victims or survivors of domestic abuse and provides guidance to line managers in dealing with disclosures of abuse from employees. Special paid leave of up to 20 days can be granted for appointments with support agencies, solicitors, to arrange housing or childcare, or for court appointments.</p> <p>A policy agreed with Newcastle City Council provides for up to two weeks special leave with pay for a variety of purposes, including an unforeseen personal or domestic crisis. It states that "Managers should look sympathetically at requests for reasonable time-off with pay for employees who have disclosed that they are experiencing domestic violence".</p> <p>The Croydon Council Domestic Abuse and Sexual Violence Policy aims to improve the safety and wellbeing of victims of domestic abuse and violence, through awareness-raising, support and services that reflects the diversity of the workforce.</p>
Central government	<p>The workplace policy for government employees of the Government of Wales, gives guidance on how to prevent and address domestic abuse and violence against women in the workplace.</p> <p>The "Workplace policy on Domestic Violence and Abuse" agreed with trade unions and Belfast City Council in October 2012, sets out definitions of violence and abuse, confidentiality and information sharing, information and support for employees experiencing domestic abuse, information for employees who are perpetrators, information on dealing with the issue if the victim and the perpetrator work in the council, information for managers, and measures for communicating the policy and reviewing the policy. Checklists and guidelines are included as appendices.</p>
Health	<p>Belfast Health and Social Care Trust (HSCT) and unions has agreed a "Domestic Violence and Abuse in the Workplace Policy" (2008). It states that: "Employers and Trade Unions are committed to responding sensitively and effectively to those needing help and support as a result of Domestic Violence" and that "Employers and Trade Unions will take all reasonable steps to deal with domestic violence/abuse through the creation of a safe and supportive environment within the workplace". A confidential support service is provided by specially trained staff and trade union representatives. Training and paid release has been provided for 30 union members to support victims of abuse by sign-posting them to relevant support organizations such as Women's Aid.</p>

<p>Telecom</p>	<p>On 8 March 2019 Vodafone launched a global policy on domestic violence and abuse at work covering all of its markets globally – the policy provides for 10 days paid domestic violence leave as well as support for victims, and training and awareness-raising for managers. Training has been provided for HR managers and a toolkit on domestic violence and abuse has been produced with guidance for managers and employees.¹⁹⁶</p> <p>The Vodafone Foundation has also developed “Bright Sky” a domestic violence app (with TecSOS technology) to support victims of domestic abuse, with plans to roll it out globally.¹⁹⁷ Vodafone carried out research in 2017 highlighting the need for domestic violence at work policies in the workplace.¹⁹⁸ Further research in the form of a survey of working people was carried out for Vodafone in 2018 by Opinium, which found that around one third of employees were affected by domestic violence and abuse.</p>
<p>Global</p>	
<p>Global Mining</p>	<p>Rio Tinto had developed domestic violence at work guidance and policy for the Americas (South America, US and Canada) (based on its work that started in Australia). Domestic violence is viewed as being integral to the company’s strong safety culture. Training has been an important part of the dissemination of the guidance and policy.</p>
<p>International Organization</p>	<p>The World Bank Group has a “Domestic abuse prevention programme” and it is a good example of a programme that provides support for its staff (and their partners/family members) across the world. It is part of the World Bank’s family network (under the Health & Safety Directorate).¹⁹⁹</p> <p>Support is also provided through a free confidential 24/7 hotline, directly via the DA Prevention Coordinator, and through counselling. A taskforce/advisory committee oversees the programme.</p>
<p>Corporate/business-led initiatives</p>	
	<p>The CEASE Project is a European company network on preventing domestic violence was established in 2018, and currently formed by 15 European companies, it aims to support companies in implementing domestic violence policies and programmes and to facilitate knowledge-sharing among them. Several members of the network have already pioneered innovative work, examples include:</p> <ul style="list-style-type: none"> • Carrerfour hypermarkets agreed specific provisions in collective agreements and has developed policies, training programmes and a range of awareness-raising tools and videos in France, Spain, Italy, Argentina and Romania. • The Kering Foundation trained 1,200 workers to date in France, Italy, the United Kingdom and the US and has partnered with women’s organizations in France, Italy, the United Kingdom, China, Lebanon and the US to provide support to workers experiencing domestic violence. • A forerunner to the CEASE project, the CARVE project, produced a guide for companies.
<p>Spain Network of companies for a society free of violence</p>	<p>In Spain, the corporate sector through the initiative “Empresas para una Sociedad Libre de Violencia de Género” (Companies for a Society Free of Gender-based Violence) involves 85 Spanish and international companies (e.g., BBVA, DANONE, PSA, Mango, etc.) and six public companies that collaborate with the Ministry of Health, Social Services and Equality. The network has two objectives, to raise awareness about gender violence as part of the government campaign “Hay Salida” (Way out) and to support the socio-professional reintegration of women who have suffered gender violence. According to the “National Strategy for the eradication of violence against women” (2013-2016) up to 31 December 2012, 3,687 women had benefitted from subsidized employment contracts and 1,015 temporary employment contracts for victims of gender-based violence had been signed.</p>
<p>United Kingdom Corporate Alliance against Domestic Violence</p>	<p>In the United Kingdom, the Corporate Alliance against Domestic Violence, established in 2005, is an NGO advising companies on addressing and mitigating the risk domestic violence poses to their company and employees. Membership is open to any employer, trade union or representative body in the United Kingdom. Around 60 companies have signed up to the Domestic Abuse Responsibility Pledge which has been promoted by the Government and the Corporate Alliance Against Domestic Violence.</p>

196 https://www.vodafone.com/content/dam/vodafone-images/foundation/news/Vodafone_Foundation_toolkit_on_domestic_violence_abuse_at_work_Recognise_respond_refer.pdf See also: <https://www.vodafone.com/content/index/media/vodafone-group-releases/2019/vodafone-foundation-announces-global-plans-for-app-to-help-those-affected-by-domestic-abuse.html#>

197 <https://www.vodafone.com/content/index/media/vodafone-group-releases/2019/vodafone-foundation-announces-global-plans-for-app-to-help-those-affected-by-domestic-abuse.html>

198 https://www.vodafone.com/content/dam/vodafone-images/foundation/55376_Vodafone_domestic_violence_report_AW5_V2.pdf

199 www.worldbank.org/domesticabuse

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