



**Eliminate Violence
at Work**

CAMPAIGN TOOLKIT

March 2020

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About UNI Commerce:

UNI Commerce is a part of UNI Global Union, a federation that represents more than 20 million workers in more than 150 countries, primarily employed in the service sector.

UNI Commerce is one of the sectors of UNI Global Union that represents more than 160 trade unions and more than 4 million workers employed in retail and wholesale industry.

For more information please visit: <https://www.uniglobalunion.org/>

To contact with UNI Commerce: commerce@uniglobalunion.org

To get more information on the campaign, contact with UNI Commerce Coordinator, who is responsible of the campaign: onur.bakir@uniglobalunion.org

1) INTRODUCTION: WHY A CAMPAIGN ON VIOLENCE AND HARASSMENT

After years of campaigning for an International Labour Organization Convention on violence and harassment at work, the ILO finally adopted C-190 on Violence and Harassment in its 108th Session on 21 June 2019.

Together with other global union federations; UNI Global Union, the UNI Equal Opportunities Department and UNI affiliates played a key role in pushing for the adoption of an ILO Convention with a specific focus on gender-based violence and harassment at work. In addition to the international campaign; other international women's rights movements such as #niunamenos and the #MeToo movement; as well as the women's strikes and the dedicated fight of millions around the world against violence and harassment, made this Convention possible!

Immediately after the adoption of the Convention, and in collaboration with other GUF's, the UNI Global Union Equal Opportunities Department launched their 16 days of activism campaign, pushing for the ratification and effective implementation of the Convention. Uruguay has been the first country to ratify the Convention and hopefully other countries will follow Uruguay, such as Argentina, Finland, Spain.

ENDING VIOLENCE AND HARASSMENT
AGAINST WOMEN AND MEN
IN THE WORLD OF WORK. TOWARDS AN
ILO CONVENTION.

Support and lobbying toolkit



Support and lobbying
toolkit for an ILO convention

Violence and harassment at work has always been on the agenda of UNI Commerce and its affiliates. Unsurprisingly, considering the fact that, commerce is one of the sectors with the highest level of workplace violence and harassment. Commerce workers are classified as some of the most vulnerable workers to different types of violence and harassment at work, especially to third-party violence caused by customers.

While you're
looking after
the shop,
who's looking
after you?

Join Usdaw
for better
protection
at work

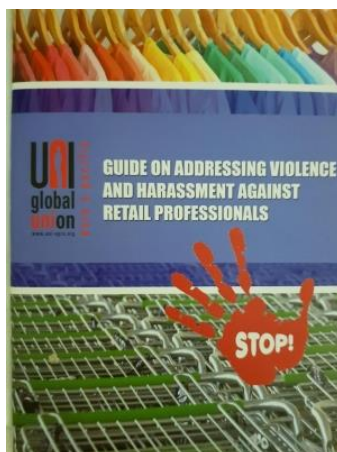


We are proud to note that UNI Commerce and its affiliates have been fighting back! UNI Commerce affiliates have already been actively campaigning to combat violence and harassment at national level including:

- SDA's (Australia) "No One Deserves a Serve" campaign
- USDW's (UK) "Freedom from Fear" campaign
- UA Zensen's (Japan) campaign titled "UA ZENSEN's measures for unreasonable complaints"
- RWDSU-UFCW's (USA) "Retail Action Project".



NO ONE
DESERVES
A SERVE



UNI Asia & Pacific and UNI Commerce affiliates in the region have produced a set of guidelines on occupational health and safety for the retail industry and workplace violence and harassment against retail professionals.

UNI Europa conducted a joint project with Euro Commerce and issued a project report on best practices in addressing physical and psychosocial risks in the retail and wholesale sector including violence and harassment at work.

ADDRESSING PHYSICAL AND
PSYCHOSOCIAL RISKS IN THE RETAIL
AND WHOLESALE SECTOR

JOINT PROJECT REPORT
ON BEST PRACTICE



At the global level, UNI Commerce has supported its affiliates' campaigns and worked to transform the commerce sector into a violence and harassment free zone, as well as provided a platform for commerce unions to exchange their experiences and practices. UNI Commerce highlighted its commitment to gender equality and underlined the need to fight against discrimination and violence at its last global conference held in Berlin in 2017.



Besides, UNI Commerce has achieved considerable progress through strong global agreements with commitments to combatting violence and harassment at work. For example, the renewed agreement with Carrefour not only provided strong language on prevention of violence and discrimination, but also included a detailed annex dedicated to violence and harassment at work.

UNI Global Union and Carrefour united in fight to stop violence against women



However, we can do more and we should do more! At this historic moment, when violence and harassment at work is under the spotlight on a global level, the UNI Commerce Global Steering Committee unanimously decided to launch this campaign in collaboration with UNI Equal Opportunities at its last meeting held in Barcelona.

Starting on 8 March 2020, this campaign aims to:

- Contribute to the ratification of ILO C-190,
- Support ongoing campaigns of UNI Commerce affiliates and to promote all UNI Commerce affiliates to launch campaigns on violence and harassment,
- Implement ILO C-190 at sectoral level and produce sector-level standards through collective bargaining at all levels including global framework agreements,
- Identify and share best practices among UNI Commerce affiliates,
- Promote gender equality in commerce.

This campaign toolkit is composed of 5 sections:

- 1) Introduction** which provides information on what UNI Commerce and its affiliates have done so far on violence and harassment and why a global campaign was needed.
- 2) Violence and Harassment at Work and the Commerce Sector** which focuses on the current state of play in terms of violence and harassment in commerce in reference to some researches and surveys and elaborates on the third-party violence.
- 3) A Short Guide to ILO Convention 190** which provides basic information on new ILO Convention and how it can help us to fight against violence and harassment in commerce.
- 4) Ten Recommended Actions and Activities to Combat Violence and Harassment in Commerce** which can help us promote ratification of ILO Convention 190, mobilize commerce workers, make the issue more visible and achieve progress in eliminating violence and harassment in our sector.
- 5) Conclusion** which highlights the importance of learning from each other, provides information on the report on best practices to be issued at the end of the campaign and some useful links and resources.

2) VIOLENCE AND HARASSMENT AT WORK AND THE COMMERCE SECTOR

“Customers sexually harassing staff members and myself whilst drunk. It also occurs when they are sober. It happens every time I work. My managers think it’s funny”.

Customer service assistant, retail, aged 18-21.

“[Y]ou just have to learn to accept it and move on. Nothing will change as far as this issue is concerned. The customer is always right”.

Trolley attendant, retail, aged 18 – 21.

“I felt uncomfortable, I didn’t want to come to work... I felt like I had to put up with it because it was my job and he was a customer.”

Customer assistant, retail, aged 18 – 21.

These quotes are taken from the report issued by Trade Union Confederation (UK) on the findings of the survey on young workers’ experiences of third-party harassment¹.

The research pointed out that even young workers perceive violence and harassment as a part of the job. In that regards, the title of the report was not a coincidence: “Not part of the job”.

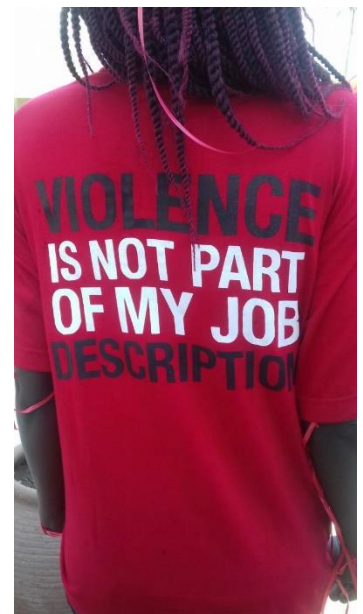
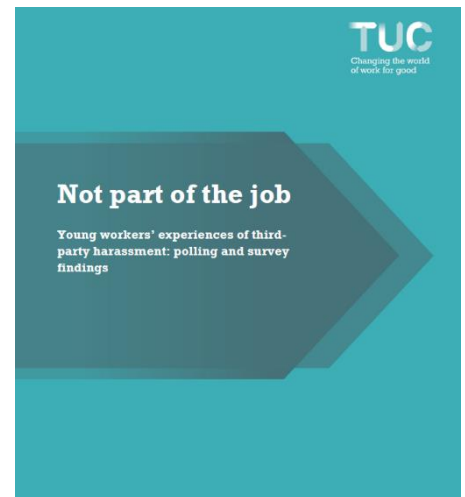
As UNI Commerce and commerce unions from all around the world, we need to change this perception and we need to create a safe working environment for all commerce workers. **The customer is not always right, and any kind of violence and harassment is not tolerable! In transition to the future world of work, we must leave violence and harassment behind.**

Definitely it is not an easy job.

Violence and harassment including gender-based violence and harassment in the world of work is a serious universal problem for all working people, especially for working women who are disproportionately affected by it.

The prevalence of violence and harassment changes according to the sectors. In general, workers in service sectors suffer from violence and harassment at work more because they do not only deal with colleagues, superiors and inferiors but also with third parties as well.²

That is the reason why commerce workers are also classified in the group of workers most vulnerable to violence and harassment at work. Commerce workers experience violence and harassment within the network of employment relationships as other workers in different sectors also do; though they face third-party violence and harassment in their daily interactions with the customers and clients as well.



Considering the facts that commerce is among the sectors with highest rate of women employment and female workers are the primary victims of violence and harassment at work; women commerce workers are more likely targets of workplace violence and harassment.

¹ <https://www.tuc.org.uk/research-analysis/reports/not-part-job>

² https://www.eurofound.europa.eu/sites/default/files/ef_comparative_analytical_report/field_ef_documents/ef1473en.pdf (please see page 23).

Alarming Statistics: High Rates of Violence and Harassment in Commerce

* **According to the 5th Eurofound Working Conditions Survey** of European Foundation for the Improvement of Living and Working Conditions (Eurofound), around 14 percent of the male and 17 percent of the female workers employed in wholesale, retail, food and accommodation reported that they were subjected to adverse social behaviours in the previous month.³

* **According to the 6th Eurofound Working Conditions Survey**, service and sales workers experienced the highest percentage of adverse social behaviour in 6 out of 7 types of adverse social behaviours as follows:⁴

- ❖ Verbal abuse: 16%,
- ❖ Unwanted sexual attention: 4%,
- ❖ Threats: 7%,
- ❖ Humiliating behaviour: 8%,
- ❖ Physical violence: 5%,
- ❖ Sexual harassment: 2%.

* **According to the survey on shopworkers conducted by USDAW (UK), in 2017:**

- ❖ Two-thirds of shop workers were verbally abused by customers,
- ❖ 42% of shopworkers were threatened by physical violence,
- ❖ 4% of shopworkers were physically assaulted which means that there were over 265 assaults every day.⁵



* **According to the survey on retail and fast food workers conducted by SDA (Australia) in 2017**, over 85% of retail and fast food workers had experienced abuse in the previous 12 months.⁶

* **According to the survey on retail, fast food and warehouse workers conducted by SDA and the Australian Human Rights Commission in 2019:**

- ❖ 2 in 5 SDA members have experienced or been exposed to workplace sexual harassment in the past 5 years,
- ❖ Female SDA members (46%) were more likely than their male colleagues (29%) to have experienced workplace sexual harassment,
- ❖ Customers were the harassers in 36% of the cases of workplace sexual harassment.⁷



* **According to the survey conducted by UA Zensen's (Japan) Commerce Division in 2017,**

- ❖ 74% of surveyed workers experienced harassment from customers,
- ❖ 90% felt stressed by bullying and 50% thought that the level of harassment is increasing.⁸

* **According to the survey conducted on young workers by TUC (UK) in 2018,**

- ❖ 70% of workers who experienced verbal abuse from third parties have been subjected to it three or more times; for bullying and sexual harassment, similar figures: 63% and 57% respectively.⁹

³ https://www.eurofound.europa.eu/sites/default/files/ef_publication/field_ef_document/ef1182en.pdf (please see page 59).

⁴ https://www.eurofound.europa.eu/sites/default/files/ef_publication/field_ef_document/ef1634en.pdf (please see page 69).

⁵ <https://www.usdaw.org.uk/CMSPages/GetFile.aspx?guid=ac12525f-fdc6-4b3b-b6cf-69f6529c4178>

⁶ <https://national.sda.com.au/saferstores/>

⁷ <https://www.sdaq.asn.au/news/workplace-sexual-harassment-must-be-stopped/>

⁸ UNI Apro Guide for Addressing Workplace Harassment and Violence, p.16

⁹ <https://www.tuc.org.uk/research-analysis/reports/not-part-job>

Violence and Harassment in Commerce: Highly Frequent but Underreported

- According to the USDAW Survey, 56% of shopworkers who experienced violence, threats or abuse at work did not report the incident to their employer,
- According to the TUC Survey, 49% of young workers that had experienced third-party harassment, abuse or violence reported the most recent incident to their employer,
- According to the SDA Survey, only 13% of workers made a formal complaint after being sexually harassed.

Almost all studies point out the fact that abuse, threat, violence and harassment is not an exception but almost a daily experience to commerce workers. However, majority of the incidents -especially sexual harassment cases- is not reported to the employers.

Even If Reported, Necessary Actions Are Not Properly Taken

- According to the USDAW survey; sometimes commerce workers don't feel it would make any difference if they do report incidents,
- According to the TUC survey; of the young workers who reported the harassment, abuse or violence to their employer, 76% said nothing changed, or the situation got worse,
- According to the SDA survey; almost 1 in 5 SDA members who did report workplace sexual harassment, were ostracised, victimized or ignored by colleagues (19%), had their shifts changed (15%) or were labelled a troublemaker (15%).
- According to the UA Zensen survey, 40% of the workers felt or were helpless in the face of harassment.

If the necessary actions are not properly taken after the reported cases of violence or harassment and if even some workers are victimized or labelled just because of reporting; workers may not tend to report future incidents.

To avoid such a vicious cycle which will nurture invisibility of violence and harassment; we need to make sure that each report is taken, processed and concluded seriously and effectively.

DIFFERENT FORMS OF VIOLENCE AND HARASSMENT: A LONG LIST TO DEAL WITH!

Violence and harassment in commerce may take various forms as such as verbal abuse; name calling; swearing; bullying; mobbing; racist, homophobic and transphobic discrimination; harassment and abuse due to a disability; threat; use of aggressive and offensive language; physical assault and violence; throwing items on workers; humiliating behaviour; violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment; stalking; demanding of personal details; unnecessary complaints; illegitimate demands of apology; physical sexual harassment including unwelcome touching, hugging, cornering, kissing, inappropriate staring or leering, sexual gestures, inappropriate physical contact, actual or attempted rape or sexual assault; online sexual harassment including sexually explicit comments made in emails, or on social media, repeated or inappropriate advances on email or social media; verbal sexual harassment including repeated or inappropriate invitations to go out on dates, intrusive questions about private life, indecent phone calls, sexually suggestive comments or jokes...

It is worth to note that, this list does not cover all forms of violence and harassment!

It is also important to highlight that theft, shoplifting and robbery put commerce workers' health and even life in danger. Special sale days such as Black Fridays which lead to customer rush and holiday shopping periods can also accelerate violence and harassment.

Such criminal cases and shopping periods require special attention and precautions! For sure, as commerce unions, we need to focus more on this issue and push employers to ensure health and safety of workers in regard to these cases and periods.

3) A SHORT GUIDE TO ILO CONVENTION 190

Basic Rules on Ratification and Entry into Force

The Convention will come into force twelve months after the date on which the ratifications of two Member states have been registered with the Director-General of the International Labour Office.

So far (March 2020) only Uruguay has ratified the Convention. We need to get second ratification as soon as possible to have the earliest possible entry into force! Once the second ratification is registered; the Convention will officially come into force for Uruguay and the second country 1 year after the date of second registration (ratification). For the following countries to ratify the Convention, it will come into force 12 months after the date on which the ratification is registered.

The Definitions and the Philosophy: Gender Aspect Is Well-Included!

The 1. article of the Convention provides definitions of “violence and harassment” and “gender-based violence and harassment” as follows:

“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;

“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.

Besides providing a definition of gender-based violence and harassment; the Convention, in its preamble:

Acknowledges that: *“Gender-based violence and harassment disproportionately affects women and girls”,*

Recognizes that *“An inclusive, integrated and gender-responsive approach ... is essential to ending violence and harassment in the world of work”,*

Notes that *“Domestic violence can affect employment, productivity and health and safety”* and refers to the role of governments, employers’ and workers’ organizations and labour market institutions in recognizing, responding to and addressing the impacts of domestic violence.

In conclusion the Convention does not only approach to violence and harassment at work with a strong gender perspective, but it also underlines the linkages between domestic violence, work-life and violence and harassment at work and goes beyond than the borders drawn by patriarchal interpretation of public/private distinction.

In that regards, extensive ratification and implementation of the Convention will not only help us to fight stronger against violence at work but it will also provide us with a strong tool to address domestic violence and empower women both in and out of the world of work!



It is important to note that, together with the Convention 190, the ILO also adopted **Recommendation 206 Concerning the Elimination of Violence and Harassment in The World of Work**. This Recommendation provides further advices and practical actions to be taken to fight against domestic violence in relation to violence and harassment at work.

Scope of the Convention: All Working People Are Covered!

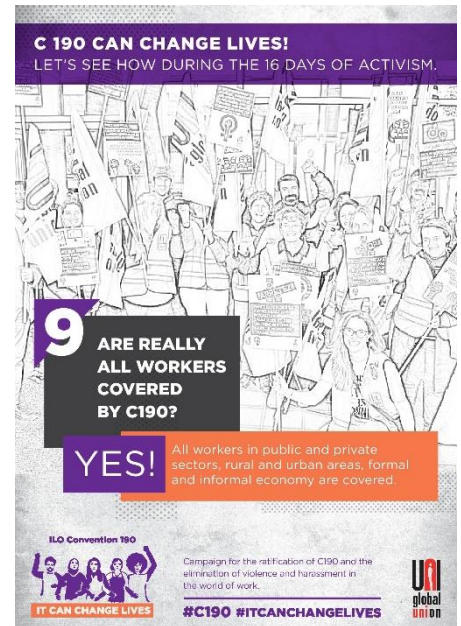
As mentioned in the 2. article, *“This Convention protects workers and other persons in the world of work”* including

- *Employees as defined by national law and practice,*
- *As well as persons working irrespective of their contractual status.*

In other words, ILO Convention 190 covers and protects workers employed in the platform economy and employed through different contractual status!

The convention also covers persons in training, including interns and apprentices and other groups such as jobseekers, volunteers and employer representatives,

And the convention applies to all sectors, *“whether private or public, both in formal and informal economy, and whether in urban or rural areas”*. In short all working people are covered!



Scope of the Convention: Workers Are Covered in All Work-Related Places and All the Time!

The 3. article, identifies scope of the Convention in terms of place and time of work through covering:

- The workplace including public and private spaces,
- The places where workers are paid, rest, eat, use sanitary, wash and change,
- Work related trips, travel, training, events or social activities,
- Work related communications; employer-provided accommodation and commuting to and from work.

The Core: Respect, Promote and Realize A World of Work Free from Violence and Harassment

The core of ILO Convention 190 lies in the 1. paragraph of the 4. article of the Convention as reads:

“Each Member which ratifies this Convention shall respect, promote and realize the right of everyone to a world of work free from violence and harassment”.

This principle which sets “the right to world of work free from violence and harassment” is followed by adoption of *“an inclusive, integrated and gender-responsive approach for the prevention and elimination of violence and harassment in the world of work”* in consultation with representative employers’ and workers’ organizations.

So, trade unions will be a part of development of such an approach!

And here comes what especially commerce workers need: *“Such an approach should take into account violence and harassment involving third parties, where applicable”*.

So, ILO Convention 190 acknowledges third party violence and incorporates it in the approach to be adopted which in turn can empower us to address third party violence in commerce better!

The 4. article also lists 8 elements which should be included in the abovementioned approach.

The Convention Refers to Freedom of Association and the Right to Collective Bargaining

Trade unions and collective bargaining have a vital role to play in combatting violence and harassment at work. The 5. article of ILO Convention 190 also acknowledges this role through stipulating that “*freedom of association and the effective recognition of the right to collective bargaining*” and other fundamental rights shall be respected, promoted and realized with a view to preventing and eliminating violence and harassment at work.

The Right to Equality and Non-Discrimination Is Covered by the Convention

The 6. article of the Convention places violence and harassment in the bigger picture through associating it with the right to equality and non-discrimination in employment and occupation.

First Step: Define and Prohibit Violence and Harassment

In some countries, violence and harassment at work is neither properly defined nor strongly prohibited. Besides, even if national legislations cover definition and prohibition of violence and harassment, they rarely have a gender perspective. However, defining and prohibiting is the first step that should be taken!

In that regards, the 7. article of the Convention asks member states “*to adopt laws and regulations to define and prohibit violence and harassment in the world of work, including gender-based violence and harassment*”.

Second Step: Take Appropriate Measures

The following 8. article of the Convention sets the next step as follows: “*Each member shall take appropriate measures to prevent violence and harassment in the world of work*”.

It is important to highlight that this article also stipulates member states to identify the sectors and occupations with high frequency of violence and harassment in consultation with the employers’ and workers’ organizations and to take measures to effectively protect workers in these sectors, occupations or work arrangement.

Commerce is one of these sectors! When we get ILO 190 ratified; as commerce unions, we will be able to push governments to take appropriate measures in commerce in consultation with us!

Third Step: Employers’ Responsibilities to Protect Workers

“*Each member shall adopt laws and regulations requiring employers to take appropriate steps*” says the 9. article and identifies employers’ basic responsibilities as reads:

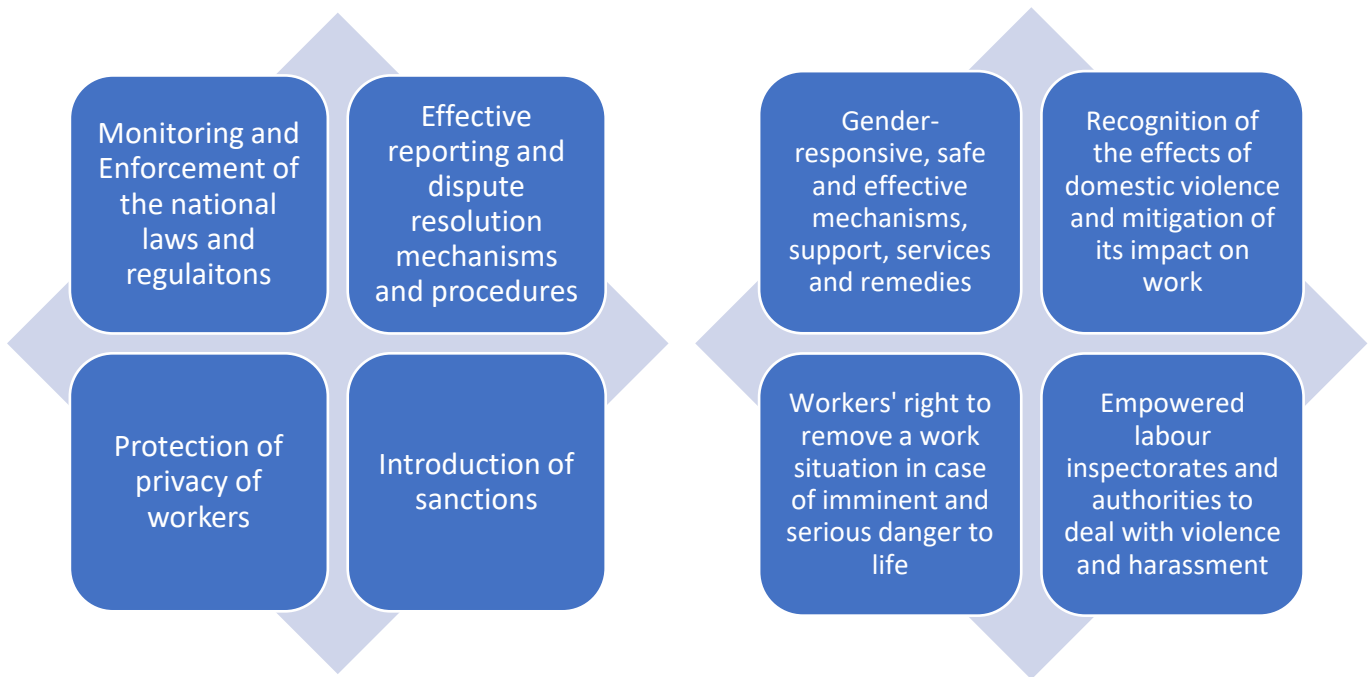
- a) adopt and implement a workplace policy on violence and harassment,
- b) take into account violence and harassment in the management of occupational safety and health,
- c) identify hazards and assess the risks of violence and harassment,
- d) provide workers with information and training.

For sure, employers will be obliged to perform these responsibilities in consultation with workers and their representatives!



Enforcement and Remedies

The 10. article of the Convention focuses on effective enforcement and provision of adequate remedies which are summarized in the diagrams below:



Guidance, Training and Awareness-Raising

The 11. article of the Convention stipulates that:

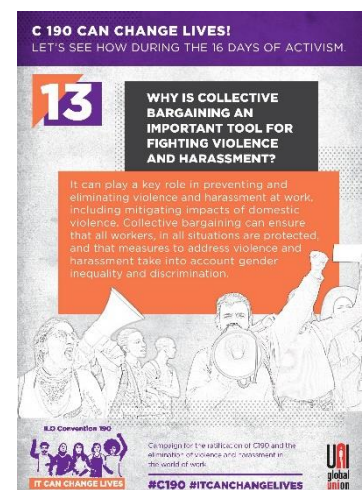
- Violence and harassment in the world of work is addressed in relevant national process,
- Employers, workers and their organizations, and relevant authorities are provided with guidance, resources, training or other tools on violence and harassment at work,
- Initiatives, including awareness-raising campaigns, are undertaken.

Methods of Application: Collective Bargaining Is in the List!

The 12. article of the Convention on methods of application says “*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...*”

A better legislation on violence and harassment which is line with the Convention would be great but not enough. That is another reason why the Convention refers to collective bargaining as an important tool to apply the Convention and tailor it to different sectors, workplaces and group of workers.

Even before ratification of the Convention we can start applying ILO Convention 190 through our collective agreements.



Final Provisions

The following provisions of the Convention under the title of “Final Provisions” set the official rules and procedures on ratification and implementation of the Convention.

4) TEN RECOMMENDED ACTIONS AND ACTIVITIES TO COMBAT VIOLENCE AND HARASSMENT IN COMMERCE

In this section of the campaign toolkit, 10 recommended actions and activities to combat violence and harassment in commerce are listed. Before going in details of these recommended actions, let us note what UNI Commerce will do at global level. UNI Commerce will:

- Negotiate for better regulations in the Global Framework Agreements in order to set higher standards on combatting violence and harassment in commerce at global level,
- Through global framework agreements; promote global, regional and national action to be taken by global retailers in consultation with UNI Commerce and its affiliates,
- Organize special sessions on violence and harassment in UNI Commerce events including global trade union alliances,
- Support UNI Commerce affiliates in their national campaigns and actions; and make them visible through UNI website and social media accounts (www.uniglobalunion.org, <https://www.facebook.com/UNIGlobalUnion/>, <https://twitter.com/uniglobalunion>)
- Organize an international action day on 25 November 2020,
- Organize joint activities, trainings, workshops etc. upon demand by affiliates throughout the campaign,
- Send joint letters (to be co-signed by UNI Commerce and its affiliates) to national authorities for ratification of ILO Convention 190 and support its affiliates' missions to push ratification of ILO Convention 190.

Please reach us for more information and to discuss what we can do together!

You can contact with us through UNI Commerce e-mail (commerce@uniglobalunion.org) or you can directly contact with UNI Coordinator who is in charge of the campaign (onur.bakir@uniglobalunion.org).

1) Campaign for Ratification and Implementation of ILO C-190

ILO Convention 190 on Violence and Harassment is a great instrument to set international standards on combatting violence and harassment at work. However, it reflects on practice when it gets ratified. In that regards, **UNI Commerce strongly recommends its affiliates to:**

- Campaign for ratification of ILO Convention 190 in collaboration with other unions,
- Inform policy makers, public and workers on the advantages of ratification of ILO 190 in order to get more support for ratification of the convention,
- Send a joint letter to the authorities (president, prime minister, minister of labour etc.) with UNI Commerce to ask for ratification of the convention (a draft letter will be sent soon!),
- Organize actions and events to rise public awareness,
- If possible and practical, start a petition for ratification of the Convention.
- Participate in the actions to be called by UNI Global Union, UNI Commerce and UNIEqual Opportunities.



2) Include Violence and Harassment in the Union Trainings

Including and even mainstreaming violence and harassment in the union trainings might play a key role in awareness raising and mobilizing workers. Given the fact that the high frequency of violence and harassment in the commerce sectors may lead to the perception that *“it is a part of the job”*; union trainings -which approach violence and harassment as a serious problem- can change that perception and motivate workers to take action against it.

Many different studies prove that workers are more likely to engage in action on a specific issue once they are properly trained about it. In other words, focusing on violence and harassment in the union trainings can provide the basis on which all other campaign actions can be built.

If we want to mobilize commerce workers to campaign for ratification for ILO C-190, there is no doubt that, we are supposed to educate them on the Convention and how it can make a difference for commerce workers and all workers.

In that regards, UNI Commerce strongly recommends its affiliates to:

- a) Produce a specific training module on violence and harassment at work by tailoring it to the commerce sector with a specific focus on ILO C-190,
- b) Train their members especially on the;
 - definition, frequency, cause and effects of violence and harassment,
 - ILO C-190, related national legal rules, workers’ rights, collective agreement regulations and mechanisms,
 - ways to fight against workplace violence and harassment,
 - gender based violence and harassment; and the necessity to develop a gender-sensitive approach,
- c) Incorporate workplace violence and harassment into the union trainings on occupational health and safety; and gender equality,
- d) Adopt a participatory and inter-active approach in the union trainings in order to promote their members to discuss the possible solutions to the problem and the actions that can be taken; so that workers can share their actual experiences and they can be more effectively involved in the strategy development,
- e) Conduct special trainings and workshops for women workers and LGBTI+ workers in order to properly address gender and sexual orientation-based violence and harassment,
- f) Organize trainings for shop stewards in order to translate the campaign into workplace-level action.
- g) Consult our UNI Campaign: www.breakingthecircle.org

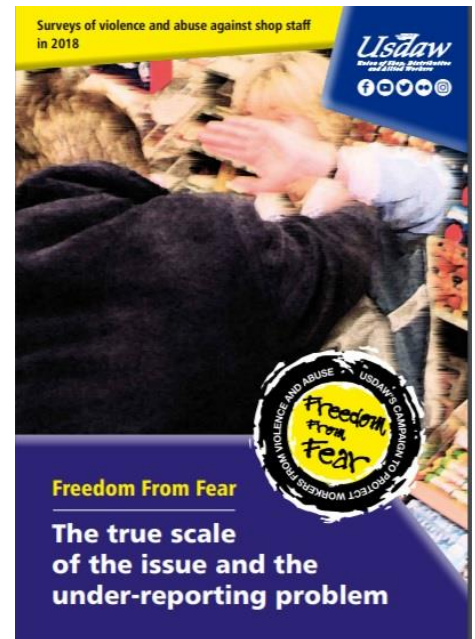
Women workers may feel more comfortable to discuss especially sexual harassment among themselves. In that regards, inter-active sessions / workshops for women workers may facilitate to engage more women workers and to provide a better ground for them also to address violence and harassment cases including those in which co-workers are perpetrators of it.



3) Conduct Surveys and Researches

Since many cases of violence and harassment are not reported and, in many countries, official statistics do not reflect the actual frequency; conducting surveys and researches on the violence and harassment may help us:

- a) To have a better understanding of the problem in the commerce sector and hence build our strategy on actual data,
- b) To identify the frequency and severity of the workplace violence and harassment,
- c) To have a comparative analysis of different forms of violence and harassment, the victims and perpetrators,
- d) To produce reliable statistics which can be extremely useful when pushing governments and employers to act,
- e) To engage with union members while conducting these surveys and researches which in turn may facilitate to mobilize and even organize commerce workers.



In that regards, UNI Commerce strongly recommends its affiliates to conduct surveys and researches on violence and harassment in commerce sector, if possible, on a regular basis.

We Need Evidence and Facts to Have Effect at Political Level!

In 2019, the Home Office of the United Kingdom called for evidence on violence and abuse toward shop staff. USDaw (an affiliate of UNI Commerce) successfully responded to the call by providing a long and well-structured report based on the statistics derived from the annual surveys conducted by USDaw. When needed, data was just there!

You can access the annual survey form of USDaw through this link:
[https://www.usdaw.org.uk/Campaigns/Freedom-From-Fear/Survey-of-violence-and-abuse-against-retail-st-\(1\)](https://www.usdaw.org.uk/Campaigns/Freedom-From-Fear/Survey-of-violence-and-abuse-against-retail-st-(1))

4) Cooperate with Academics, Researchers and Experts

In addition to the union-conducted surveys and researches; cooperation with academics, researchers and experts might be considerably helpful to have a better understanding of the violence and harassment in commerce and to develop better strategies to combat it.

In that regards, UNI Commerce strongly recommends its affiliates to:

- a) Identify the academics, researchers and experts who are working on workplace violence and harassment,
- b) Get in touch with them, discuss on how to work together and come up with effective ways of cooperation,
- c) Use their expertise to assess and advance your own work on the issue,
- c) Identify and review the published researches and studies,
- d) Support further academic researches and studies on the issue and publish them if possible,
- e) Organize joint events, panels, conferences etc. with the universities and other organizations working on the issue.

5) Unveil the Truth, Make It Visible!

Thanks to the long running fight of women and popular movements such as “#MeToo” and “Las Tesis”; sexual harassment and violence is no longer an inconvenient and unspoken truth but a global fact and problem which needs to be addressed.

Still, there is a long way to go in order to eliminate sexual violence and harassment; but women are much stronger than before due to the global awareness and visibility they achieved. Here, there might be a lesson to derive for union movement!



Despite the high frequency of violence and harassment in commerce; it does not have the visibility it deserves among commerce workers and the public in general. Hence, raising awareness and visibility on the prevalence and severity of the issue can promote workers to speak out and engage in collective action with their unions on the one hand; and it can play a vital role in pushing governments and employers to take action on the other.

In that context, UNI Commerce strongly recommends its affiliates to commit themselves to raising visibility of violence and harassment in commerce through:

- Producing and disseminating information by all available means including reports, surveys, researches, leaflets, brochures, fact sheets, infographics, banners, posters, visuals, videos, web stories, social media etc.,
- Starting a website / blog on the issue or having a special section in union's website,
- Promoting media coverage on the issue in order to ensure wider visibility and publicity,
- Organizing events and actions focusing on violence and harassment in commerce.



Effective Use of New Communication Tools and Social Media Can Make A Difference!

- Producing short videos and disseminating them on the social media may attract considerably more attention,
- Using infographics -especially on social media- may help us to highlight the prevalence of violence and harassment in commerce,
- Interactive social media actions and campaigns (through using hashtags such as #stopgbv #RatifyILO190, #ItCanChangeLives) may be useful to increase visibility and awareness; and to get wider public support as well.
- We should go beyond than Facebook and twitter to engage especially with young workers through using Instagram and other trending social media platforms.



6) Use Collective Bargaining to Combat Violence and Harassment

There is no doubt that collective bargaining is our strongest and most effective tool to combat violence and harassment at work.

Besides, ILO Convention 190 promotes application of the Convention by means of national laws and regulations, **as well as through collective agreements**. Until UNI Commerce affiliates get ILO C-190 ratified and implemented in their countries; they can start applying the provisions of the Convention through collective agreements at different levels!

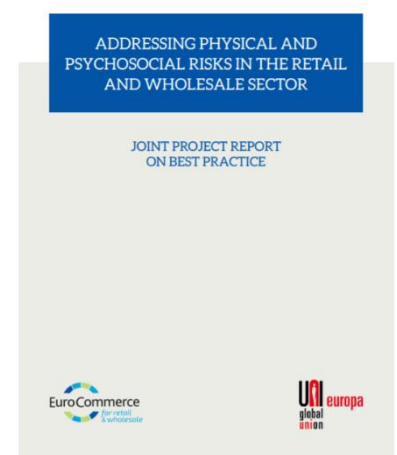
In that regards, **UNI Commerce strongly recommends its affiliates to:**

- a) Identify workplace violence and harassment as a key priority in their collective bargaining policy,
- b) Draft sample collective agreement articles (regulations) on violence and harassment for different levels of collective bargaining (sector-level, company-level, workplace-level) and for different segments of commerce (hypermarkets, fast fashion, home-improvement, car dealers etc.) in consultation with union members and shop stewards,
- c) Make sure that collective agreement regulations include:
 - A comprehensive definition of workplace violence and harassment with a specific focus on gender-based violence and harassment,
 - A strong commitment of employer to eliminate violence and harassment at work,
 - Clearly defined responsibilities and obligations of the employer to prevent violence and harassment including main precautions and actions to be taken with a specific focus on third-party violence,
 - Remedies and compensations to be provided in cases of violence and harassment,
 - Delivery of regular trainings on violence and harassment at work,
 - Efficient and transparent grievance and reporting mechanisms,
 - Joint workplace/company/sector level councils/commissions which will monitor implementation of collective agreement regulations and develop workplace/company/sector level policy on violence and harassment,
- d) Develop an effective bargaining strategy in order to get these draft articles introduced in the collective agreements to the highest extent possible,
- e) Follow-up implementation of the new regulations and take necessary action in order to ensure smooth and active implementation of them,
- f) Identify the strong and weak aspects of the collective agreement articles to develop better ones for the following negotiations.

SECTOR-LEVEL BARGAINING AND SOCIAL DIALOGUE

Sector-level bargaining and social dialogue are at utmost importance to set sectoral standards to combat workplace violence and harassment and to put them in actual practice.

To get more information on some best practices on joint efforts to tackle violence and harassment in commerce, please see the project report of UNI Europa and Euro Commerce: http://www.uni-europa.org/wp-content/uploads/2016/12/EUROCOMMERCE_UNI-Europa_HealthandSafetyBrochure.pdf



7) Use Occupational Health and Safety Legislation and Mechanisms

Although different countries have different occupational health and safety legislations, standards and rules; many of them share similar principles. Besides; ILO Convention 155 on Occupational Safety and Health Convention -which has been ratified by 69 countries so far-, the EU legislation, OECD guidelines and some other binding or advisory international legislation set main international standards such as risk assessment, preventive measures, information provision, training and involvement of workers.

It is obvious that, almost in all countries; legislation on occupational health and safety is not strong enough to adequately address violence and harassment at work. That is another reason why we need to get ILO Convention 190 ratified and implemented by as many countries as possible to set international standards and to incorporate them into national legislation.

Nevertheless, until we achieve introduction of a better one, we can still use the given occupational health and safety legislation and mechanism to move forward.

In that respect, UNI Commerce strongly recommends its affiliates to use the current national legislation to include violence and harassment in the occupational health and safety agenda and push employers to take action through:

- a) including the violence and harassment as physical and psychosocial risks in the risk assessment,
- b) asking employers to provide workers with adequate information and train workers on the related risks, measures and ways of protection,
- c) pushing employers to adopt policies and procedures on violence and harassment within the workplace and to take all necessary precautions and preventive measures to protect workers from violence and harassment,
- d) ensuring involvement of workers through different mechanisms such as health and safety councils & commissions and workplace representatives.

A KEY INSTRUMENT: WORKPLACE POLICY ON VIOLENCE AND HARASSMENT

According to the 9. article of ILO Convention 190, the countries which will ratify the Convention will be obliged to adopt laws and regulations requiring employers to **“adopt and implement, in consultation with workers and their representatives a workplace policy on violence and harassment”**.

While fighting for ratification of ILO C-190, we can still push employers to adopt and implement workplace policies to protect workers from violence and harassment.

On the right side, you can see an example showing that we can achieve it! As an outcome of the dedicated campaign of -UNI Commerce affiliate- SDA from Australia, some retailers in Australia have started to place signs in the stores which are asking customers to treat workers with respect and noting that any verbal abuse and aggressive or violent behaviour will not be tolerated!

**Please treat
our team
with respect.**

Our team is here to help make your shopping experience a pleasant one.

We will not tolerate any verbal abuse and aggressive or violent behaviour towards our team or other shoppers.

If you have a complaint, we are here to help. Call 1300 767 969 or visit woolworths.com.au

Woolworths 
The fresh food people

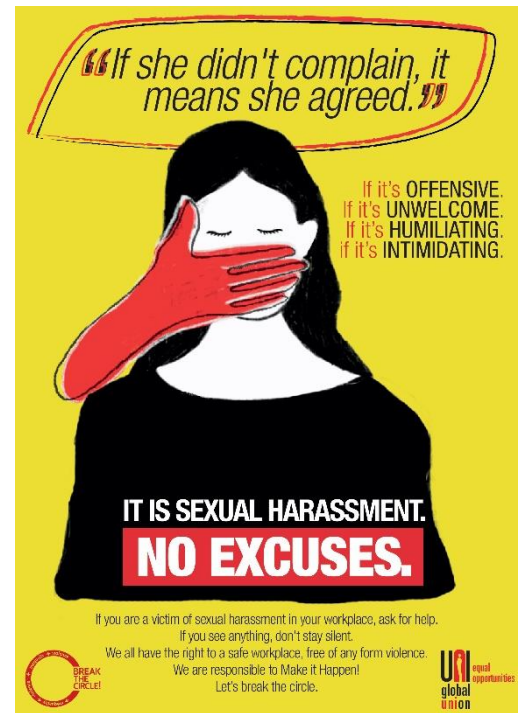
8) Support Workers to Speak Out and Report

- According to a survey conducted by USDAW, UK 56 percent of shopworkers who experienced violence, threats or abuse at work did not report the incident to the employer.¹⁰
- According to a survey conducted by SDA, Australia only 13 percent of SDA members made a formal complaint after being sexually harassed.¹¹

As different surveys and studies point out, violence and harassment at work is alarmingly prevalent in commerce; however, it is a considerably underreported problem.

In that regards, UNI Commerce strongly recommends its affiliates to support commerce workers to speak out and report violence and harassment incidents.

Providing workers with adequate information and legal assistance on why to speak out and how to report such incidents can help us to make the problem more visible and to push governments & employers to take necessary action.



9) Empower Women Workers and Invest in Specific Groups

As emphasised in ILO Convention 190, since “*gender-based violence and harassment disproportionality affects women and girls*” we need to empower women workers and advance women workers’ participation and representation in the trade unions in order to properly tackle gender-based violence. Not only for the purposes of this campaign but also for building a more egalitarian trade union movement in terms of gender; **UNI Commerce strongly recommends its affiliates to:**

- Establish women workers’ committees** / departments or strengthen the already existing ones and collaborate with them especially in running this campaign against violence and harassment,
- Take concrete steps** such as promotion of women workers’ participation and quota to ensure women’s adequate participation and representation at all levels; from workplace level to top management of unions. UNI Global Union adopted “40 percent rule” to increase women’s representation in UNI’s governing bodies and activities. For more information, please check: <https://www.uni40for40.org/>
- Mainstream gender equality** in all union activities. Please note that UNI has a woman department - UNIEqual Opportunities- which can help you to promote gender equality in your union!

SUPPORTING WORKERS WHO FACE MORE VIOLENCE AND HARASSMENT AT WORK

Besides women, there are other groups of workers who are more vulnerable to violence and harassment at work. Many studies point out the fact LGBTI+ workers are more likely to experience violence and harassment at work especially in the different forms of discrimination and verbal abuse. To start with, you can check the new guideline launched by UNIEqual Opportunities on how to address challenges faced by LGBTI+ workers including violence and harassment at work: <https://www.uniglobalunion.org/news/uni-launches-guide-address-challenges-lgbti-workers>

Given the fact that young workers, disabled workers, migrant workers and workers of different colour and ethnic backgrounds may face violence and harassment more frequently; special attention should be given to these groups of workers in all campaign activities and they should be provided with additional support.

¹⁰ <https://www.usdaw.org.uk/CMSPages/GetFile.aspx?guid=ac12525f-fdc6-4b3b-b6cf-69f6529c4178>

¹¹ <https://www.sdaq.asn.au/news/workplace-sexual-harassment-must-be-stopped/>

10) Organize “Respect Weeks” and Join the International Action Day on 25 November!

Workers’ mobilization and public support play an essential role in our fight against violence and harassment in commerce. In order to include more workers in the fight for safer workplaces, raise workers’ and public’s awareness, and have more support from customers and public, **UNI Commerce strongly recommends its affiliates to:**

a) Organize respect weeks and/or action days to promote respect to retail workers and gain customers’ support to eliminate violence and harassment in commerce. Some UNI Commerce affiliates such as SDA (Australia), USDAW (UK) and Mandate (Ireland) have been organizing such respect weeks and action days which are accompanied by social media campaigns. If you want to have more information about these activities in order to organize one in your country, please contact with us!

b) Join the actions, protests and meetings to be held on the next International Day for Elimination of Violence Against Women on 25 November 2020 by the massive participation of your members and commerce workers and highlight violence and harassment in commerce with posters and banners. More information will be provided by UNI Commerce in advance to raise the voice of commerce workers all around the world!



Conclusion: Learning From Each Other and Disseminating Best Practices

We hope that ten recommended actions and activities listed above will help us to get more ratifications of ILO Convention 190 and Recommendation 206, and advance our fight to eliminate violence and harassment in commerce.

We will be running this campaign from 8 March 2020 to 8 March 2021. For sure, we can change a lot in a year but not end violence and harassment at work.

We will need to keep fighting for a world of work free from violence and harassment. That is the reason why at the end of this campaign **UNI Commerce will issue a guideline covering best practices on combatting violence and harassment in commerce.**

This guideline will mark our commitment to keep working for a safe and healthy sector for all commerce workers. **In order to disseminate best practices, we need your inputs.** In that regards, please:

- Let us know how you made a difference through conducting actions and activities recommended in this campaign toolkit,
- Share your success stories, achievements and breakthroughs with us,
- Provide us with information on the best strategies, methods and tools you have developed to stop violence and harassment in workplaces.

We have got a lot to learn from each other! In order to initiate “this learning together process”, we would like to share some resources, documents, videos and materials with you:

- ILO Convention 190 is available in English, French, Spanish, Arabic, German, Russian and Chinese here: https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C190
- ILO Recommendation 206 is available in various languages here: https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:R206
- UNI Equal Opportunities Department has a website dedicated to violence and harassment: <http://en.breakingthecircle.org/>. On this website you can find detailed information and materials on several campaigns including the latest on focusing on ILO Convention 190. The website is in English, French and Spanish and many materials on the website is available in other languages as well.
- On <http://en.breakingthecircle.org/> you can find a guide providing information on ILO Convention 190 in 16 questions and answers. You can also download 16 posters on the Convention which explain “How ILO 190 Can Change Lives”.
- UNI Global Union has produced a short video on ILO Convention 190, you can view and share it on: <https://www.facebook.com/watch/?t=12&v=546626322641231>
- To download “Occupational Safety and Health: Guidelines for the Retail Industry” issued by UNI Apro and SETUC, please visit campaign document page.
- To download “Guide on Addressing Violence and Harassment Against Retail Professionals” issued by UNI Apro, please visit campaign document page.
- To download “Addressing Physical and Psychosocial Risks in the Retail and Wholesale Sector: Joint Project Report on Best Practice” by UNI Europe and EuroCommerce, please visit: http://www.uni-europa.org/wp-content/uploads/2016/12/EUROCOMMERCE_UNI-Europa_HealthandSafetyBrochure.pdf
- To download “Not Part of the Job” report of Trade Union Congress (UK), please visit: <https://www.tuc.org.uk/research-analysis/reports/not-part-job>
- To download USDAW report on “Surveys of violence and abuse against shop staff in 2017”, please visit: <https://www.usdaw.org.uk/CMSPages/GetFile.aspx?guid=ac12525f-fdc6-4b3b-b6cf-69f6529c4178>
- To download SDA report on “Sexual Harassment”, please visit: <https://www.sdaq.asn.au/news/workplace-sexual-harassment-must-be-stopped/>

- To get more information on “Freedom from Fear Campaign” of USDAW, please visit:
<https://www.usdaw.org.uk/freedomfromfear>
- To get more information on “No One Deserves a Serve Campaign” of SDA, please visit:
<http://noonedeservesaserve.com.au/>
<https://national.sda.com.au/saferstores/>
- To see campaign videos of UA Zensen (with English subtitles) please visit:
<https://youtu.be/viWmfXJCIMI>
<https://youtu.be/KV12hE6wmiM>
- To see campaign videos of SDA, please visit:
<https://www.youtube.com/watch?v=INs72pAe9RQ>
https://www.youtube.com/watch?v=d_B4SSNvTgl
- To see campaign videos of RWDSU-UFCW, please visit:
<https://www.youtube.com/watch?v=4tcrRCGN2tE&t=2s>
<https://www.youtube.com/watch?v=-WYgVTDYev4>
- Please find some recommendations and tips to prevent third party violence below:

What should your employer do to help address abusive & violent behaviour from customers?

(by SDA, Australia)

Staffing: Maintain adequate staffing levels to reduce waiting times and help provide a better customer experience, including access to customer service when needed.

Store Fronts and Entrance: Reduce the width of store fronts or using barriers on entries and exits to deter theft.

Store Layout: Clear entries, pathways, and aisles and keep them free from clutter and rubbish to ensure good traffic flow and reduce congestion.

Signage: Provide clear signage with relevant information for customers, this may also include standards of behaviour.

Environment: Ensure the environment is pleasant for both workers and customers, considering temperature, noise and lighting levels.

Training: Train workers on how to understand and manage customer behaviour before it escalates. Provide additional training for supervisors and line managers on how to safely intervene when required. Managers should be trained to provide immediate empathetic support to workers when they have experienced abuse or violence.

Policies: Clearly communicate policies to customers, including refund and return policies, and make sure they are adhered to by all workers and managers.

Zero Tolerance: Make clear that customer abuse and violence is not tolerated. If customers perpetrate this behaviour there should be repercussions. Appropriate actions may include customers being warned and customers being banned from stores or shopping centres.

Security and Support: Work with police, security guards and local community groups to help understand and address social issues that may be contributing customer abuse and violence.

Top 10 Tips for a Safer Workplace

(by USDAW, UK)

1. Be polite: It can be hard but remaining polite and helpful is the best way to calm down an abusive person. Remember your customer service training.

2. Be firm: As politely as possible tell an abusive customer that their behaviour is unacceptable.

3. Be prepared: Make sure you know what to do if an incident occurs. How do you call for help? If you see a suspected shoplifter in action what should you do?

4. Don't put up with prejudice: Your employer has a legal duty to protect you from sexist or racist abuse or harassment based on your disability, sexual orientation or religion.

5. Report it: Make sure all incidents are recorded. Every employer should have a system for staff to report incidents and should regularly review them with your Usdaw rep to make the workplace safer.

6. Don't be afraid to call for help: If you feel threatened call for help, it is not a sign of weakness or failure.

7. Talk with your colleagues: Is everyone aware of the policies and procedures? Are staff ready to back each other up?

8. Get to know the security measures: Familiarise yourself with panic buttons, safe refuges for staff, special codes to call for help or other security measures.

9. Raise concerns: If you have safety worries raise them with your Usdaw rep. The Union can tackle issues like: being left to cope on your own at high risk times; lack of security measures, gangs hanging around, etc.

10. Don't accept abuse as part of the job: Employers have legal duties to protect you from injury and abuse. Usdaw is there to help members.