

# Recommendations

of the European social partners to the representatives of managements and of trade unions in local public transport companies in the European Union



European sectoral social dialogue committee for road transport  
Working party local public transport

## Insecurity and feelings of insecurity in local public transport

Translated from authentic French text

The present recommendations emanate from a joint expert group composed of three employer representatives and three trade union representatives<sup>1</sup> who conducted in the year 2002, with financial support from the European Union, a study on this issue with representatives of the managements and trade unions in the local public transport companies from the following five European cities: Antwerp, Barcelona, Berlin, Stockholm, Valenciennes.

The representatives of the managements and trade unions in the companies from the following cities – Copenhagen, London, Paris, Turin – were also consulted on this theme at a special meeting of the local public transport working party of the European Sectoral Social Dialogue Committee for Road Transport, on 28 October 2002.

The joint expert group has published a study report on each of the five cities it visited.

It has also published a synthesis report describing the good practices in the matter of

- prevention
- repression
- damages

observed in the examined cities as regards

- vandalism
- incivility
- theft
- aggression.

The text of the present recommendation does not

<sup>1</sup> For the employers : Mr Dekindt, Turrini and Mrs Vasareinen; for the trade unions : Mr Beauvalet, Coolbrandt, Heimlich

contain the integrality of the good practices observed in the said cities.

Yet the signatories to the present recommendations invite the addressees of the present recommendations to refer to them, to the extent that these good practices can help them with due respect for their local economic and social specificities:

- social;
- legitimate authorities;
- civil society

Finally, the signatories turn to the European Parliament, requesting its support and aid, through its action and by its own means, in achieving the goals of the present recommendations.

## Recommendations of the European social partners

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In view of the fact that the development of insecurity and the feeling of insecurity in public transport tends to compromise the following two basic freedoms:

- the freedom to work in satisfactory conditions of physical and psychological security)
- the freedom of mobility and access to services in the urban environment..

The European social partners take the view that the preservation or restoration of these freedoms depends on the action and commitment of the following actors:

- the social partners at company level;
- the competent authorities (local transport authorities; police; judiciary)
- the users of transport.

The present recommendations are aimed to favour the development of the social dialogue in the companies, as the social dialogue between the company managers and the workers' representatives is the most indicated way to convey the message that between these parties there must be:

- convergence of interests;
- trust ;
- transparency

As prerequisites for the struggle against the development of insecurity and the feeling of insecurity in the local public transport companies.

The European social partners therefore take the view that signing adjusted and evolutionary agreements between social partners is necessary whenever possible and in accordance with:

- the prevailing national or local regulations;
- the size of the problems met with in the matter of vandalism, incivility, theft, aggression;
- the importance of guaranteeing job security as well as a quality service to the users of public transport..

The European social partners therefore propose the following guidelines for the social dialogue at company level.

Collecting information is the first stage necessary for assessing the nature and the size of the problems.

With this end in view, the social partners have to be sure that a adjusted instrument for collecting information, its basic features being that is simple to use, efficient and acceptable to both sides of industry, exists .

Simple means that it must be possible for all the operators to use it, regardless the level of their initial training;

Efficient means that it must allow a clear identification of the nature of the problems and the search of ad hoc solutions;

Acceptable means that the information collected must have no other purpose than to restore the security and feeling of security (while guaranteeing the confidentiality of the information collected) on the one hand and be financially acceptable to the companies on the other.

On the basis of the information so collected, the social partners must seek the most indicated resources in the field of:

- human resources (for instance training, mediation, communication);
- technologies (for instance video surveillance, discrete alarm systems, adaptation of the workstations);
- organisation (for instance of services in accordance with the served zones, the hours of the day and, if problems arise, relief) ;
- recovery (for instance physical, material, psychological).

The European social partners also take the view that this social dialogue at company level must be aimed to ensure the balance between technological devices and human resources. The first must be at the service of the latter so to improve the quality of and at work.

The European social partners also take the view, further, that any transfer of good practices must take into account the size of the cities and of the companies. The needs and solutions can vary according to these elements.

Lastly, the European social partners take the view that the social agreements in the companies are a essential key to the development of the civil dialogue:

- with the legitimate authorities, particularly in the matter of:
  - funding, when the own resources of the companies are insufficient;

- repression, which by definition is the competence of the police and justice institutions. Nevertheless, the social partners believe that the repression of criminal acts should be "proportionate", that is, based on the following triple goal: not instilling in victims a feeling of abandonment; not instilling in offenders the feeling of being the victim of social injustice ; regenerating in offenders a sense of civil responsibility and thus preventing the risk of repeat offending.

- with the associations, the users of public transport, the NGOs and all other representatives of the civil society competent for, in particular:

- damages and victim support (for the personnel of the companies or for the users)
- citizenship training
- social mediation.

So as to guarantee the complementarity and success of social dialogue and civil dialogue, the European social partners take the view that the companies and the legitimate authorities and the various representative bodies of the civil society must make efforts to continuously communicate and gather information, if possible on the basis of specific cooperation agreements specifying the nature and the scope of such cooperation relations.

The European social partners will also approach the European Parliament and voice its wishes with regard to the role of the partners from outside the companies, particularly the authorities that organise transport, the police and the judiciary.

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Recommendations of the European Social Partners  
signed in Naples on 13 November 2003, by:

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