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FROM RISK TO PREVENTION

A TRADE UNION TOOLKIT ON VIOLENCE, HARASSMENT AND PSYCHOSOCIAL RISKS AT WORK

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INTRODUCTION

Violence and harassment at work harm the health, dignity and income of working people. Almost 23 per cent of employed people have experienced violence and harassment at work, whether physical, psychological or sexual. The consequences for mental health include anxiety, stress, post-traumatic stress disorder and depression, as well as loss of confidence, difficulty returning to work and isolation from colleagues, friends and family.[1]

Trade unions have a key role in preventing these situations. The ILO Violence and Harassment Convention, 2019 (No. 190) (C190) recognizes the right of everyone to a world of work free from violence and harassment, including gender-based violence and harassment. It calls for an inclusive, integrated and gender-responsive approach to prevention. It also requires governments to ensure that employers consider violence and harassment and associated psychosocial risks in the management of occupational safety and health (Article 9(b)).

This toolkit complements the UNI Global Union Equal Opportunities manuals that form Mental Health at Work: A Fundamental Right and Negotiating Collective Bargaining with a Gender Perspective. It turns their analysis into practical tools that trade unions can use to identify, assess, prevent and respond to violence, harassment and associated psychosocial risks at work.

[1] *International Labour Organization, Experiences of Violence and Harassment at Work: First Global Survey (2022), cited in UNI Global Union Equal Opportunities, Mental Health at Work: A Fundamental Right (2025), 38, https://en.uni-womens-health.org/descargas/en/2025/fundamental_right_en.pdf.*

HOW TO USE THIS TOOLKIT

The toolkit is designed for different users within the union:

- **Union leadership:** review the prevention framework and allocate responsibility and resources for implementation;
- **Negotiators:** use the model clauses, risk assessment questions and bargaining priorities[2] in collective bargaining;
- **Workplace and occupational safety and health representatives:** use the reporting procedure, prevention checklist and risk assessment action matrix;
- **Training facilitators:** combine the practical tools with sector-specific examples and the experiences of workers;
- **Affiliates and sectors:** adapt terminology, procedures and timelines to the legal and institutional context of each country.

WHY PREVENTION MATTERS

Violence and harassment are not isolated incidents between individuals. Work organization, staffing levels, schedules, unequal power relations, discrimination, precarious employment, isolation and contact with third parties can create or aggravate them. Prevention therefore addresses the power systems and workplace structures that determine who is exposed, who can speak up, whose concerns are believed and what happens after a report. Treating violence and harassment as occupational safety and health risks makes them part of the employer's prevention duties and gives trade unions concrete tools for bargaining and workplace action.

KEY MESSAGE

Violence and harassment at work are workplace risks. Preventing them requires employer action, worker participation and union involvement.

[2] *See UNI Global Union Equal Opportunities, Negotiating Collective Bargaining with a Gender Perspective.*

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THE PREVENTION FRAMEWORK

The toolkit follows five steps. Its chapters are organized in the same order.

1. **IDENTIFY** Recognize hazards, high-risk jobs, groups and situations (chapter 1).
2. **ASSESS** Examine exposure, gendered impacts and existing safeguards (chapter 2).
3. **PREVENT** Agree organizational, procedural and bargaining measures before harm occurs (chapters 3 and 4).
4. **RESPOND** Provide safe reporting, protection, support and fair procedures (chapters 5 and 6).
5. **REVIEW** Monitor incidents, outcomes and the effectiveness of prevention measures (chapter 7).

Chapter 8 contains the implementation tools, and chapter 9 sets out the next steps.

GLOSSARY

Definitions from international standards or published sources show their source; the others are working definitions for this toolkit.

- **Designated persons:** The trained, competent and impartial persons appointed to receive reports of violence and harassment and coordinate the response (working definition).
- **Gender-based violence and harassment:** "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" (C190, Article 1(1)(b)).
- **Gender-responsive approach:** An approach that tackles the underlying causes and risk factors of violence and harassment, including gender stereotypes, multiple and intersecting forms of discrimination and unequal gender-based power relations (based on the C190 preamble).
- **Psychosocial risks:** Risks that arise from poor work design, organization and management, as well as from a poor social context of work, and that may result in negative psychological, physical and social outcomes (European Agency for Safety and Health at Work, cited in Mental Health at Work: A Fundamental Right, page 33).

- **Retaliation:** Any disadvantage suffered by a worker for reporting violence or harassment, supporting another worker, acting as a witness, participating in a procedure, raising an occupational safety and health concern or acting as a union representative (working definition; see section 6.2).
- **Risk assessment:** The process of identifying hazards and assessing the risks of violence and harassment, with the participation of workers and their representatives, to take measures to prevent and control them (based on C190, Article 9(c)).
- **Technology-facilitated gender-based violence:** An act of violence perpetrated by one or more individuals that is committed, assisted, aggravated and amplified in part or fully by the use of information and communication technologies or digital media, against a person on the basis of their gender (United Nations Population Fund, 2021, cited in Digital or Physical, Every Workplace Should Be Safe, page 3).
- **Third-party violence:** Violence and harassment by persons outside the workforce, such as clients, customers, patients, passengers, users, service providers or members of the public (working definition).
- **Violence and harassment:** "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" (C190, Article 1(1)(a)).

C190 AND R206: QUICK REFERENCE

C190 and the Violence and Harassment Recommendation, 2019 (No. 206) (R206) are the first international standards to prevent and eliminate violence and harassment in the world of work, including gender-based violence and harassment. The provisions of C190 most relevant to this toolkit are:

- **Article 3:** the Convention covers violence and harassment occurring in the course of, linked with or arising out of work, including through work-related communications enabled by information and communication technologies and when commuting to and from work;
- **Article 4(2):** the inclusive, integrated and gender-responsive approach should take into account violence and harassment involving third parties;
- **Article 9:** each Member shall adopt laws and regulations requiring employers to take appropriate steps, commensurate with their degree of control, to prevent violence and harassment, including a workplace policy, risk assessment and training (see section 3.1);

- **Article 10:** governments should ensure safe, fair and effective reporting procedures, protection against victimization of or retaliation against complainants, victims, witnesses and whistle-blowers, protection of privacy and confidentiality, and recognition of the effects of domestic violence. Article 10(g) requires each Member to take appropriate measures to "ensure that workers have the right to remove themselves from a work situation which they have reasonable justification to believe presents an imminent and serious danger to life, health or safety due to violence and harassment, without suffering retaliation or other undue consequences, and the duty to inform management". A worker who uses this right should therefore inform management;
- **Article 12:** the Convention can be applied through collective agreements, including by extending or adapting existing occupational safety and health measures to cover violence and harassment.

R206 supplements the Convention and gives guidance on how to apply it. On domestic violence, it states that measures to mitigate its impacts in the world of work could include: leave for victims of domestic violence; flexible work arrangements and protection for victims of domestic violence; temporary protection against dismissal for victims of domestic violence, as appropriate, except on grounds unrelated to domestic violence and its consequences; the inclusion of domestic violence in workplace risk assessments; a referral system to public mitigation measures for domestic violence, where they exist; and awareness about the effects of domestic violence (R206, Paragraph 18). See also section 6.4.

1. THE PROBLEM: HOW WORKPLACE CONDITIONS SHAPE RISK

This chapter helps unions identify workplace conditions that enable or worsen violence and harassment, so they can address them before harm occurs.

1.1 Common risk factors

Risk factors for violence, harassment and associated psychosocial risks include:

- frequent contact with clients, patients, customers, users or members of the public;
- working alone, at night or in isolated locations;
- understaffing, excessive workload, unrealistic targets or unpredictable schedules;
- precarious, temporary, outsourced or platform-based employment;
- rigid hierarchies, dependency relationships and unequal power relations;
- power systems that can silence workers or make reporting more difficult, particularly where gender, employment status, age, migration status or other inequalities intersect[3];
- discrimination and gender inequality;
- poorly managed digital communication, surveillance or technology-facilitated harassment[4];
- remote or hybrid work where blurred boundaries, isolation, digital pressure or domestic violence can create or intensify psychosocial risks;
- lack of safe, trusted and accessible reporting channels.

[3] Workers' power rests on four resources: structural, associational, institutional and societal. Associational power, the capacity to organize and act collectively, is the basis of the others. Where it is weak, workers are more exposed to misinformation, retaliation and unenforced labour laws, so reporting violence and harassment carries a higher risk, particularly where gender, employment status, age, migration status or other inequalities intersect. See Friedrich-Ebert-Stiftung, "Introduction to Power Resources", Power Resources Tool Kit, accessed 22 October 2026, https://www.fes.de/themenportal-gewerkschaften-und-gute-arbeit/gewerkschaften-international/toolkit/introduction-to-power-resources.

[4] Technology-facilitated gender-based violence is part of a pattern of violence that takes place both online and offline. It can be anonymous, remote and automated, and its content is difficult to remove. In a UNI Global Union survey of 430 respondents, 10.2 per cent had experienced it at work, mainly from supervisors, colleagues, clients and users. See UNI Global Union Equal Opportunities, Digital or Physical, Every Workplace Should Be Safe (n.d.), 3–9.

1.2 Warning signs unions should monitor

The following signs can indicate that workers are exposed to violence or harassment, or that they do not feel safe to report it:

- repeated complaints or high staff turnover in the same team, location or shift;
- absence, stress, sleep problems or fear linked to particular clients, managers or schedules;
- workers avoiding reporting because they believe nothing will change;
- incidents being normalized as “part of the job”;
- repeated requests for transfers away from specific teams, locations or third-party contact.

ACTION

Map high-risk jobs, shifts, locations and forms of third-party contact. Combine workers’ testimony with incident records, surveys and occupational safety and health information.

EXPECTED OUTCOME

A shared picture of where risks are concentrated and which organizational factors require preventive action.

2. GENDER-RESPONSIVE WORKPLACE RISK ASSESSMENT

Risk assessment should be carried out with the meaningful participation of workers and their representatives. It should determine who is exposed and under what conditions, assess the likelihood and severity of harm and lead to preventive measures with responsibilities, deadlines and follow-up.

Risk is not gender-neutral. The assessment should examine how exposure and impacts differ for women and men and for other groups of workers. For psychosocial risk factors and interventions to reduce stress, see *Mental Health at Work: A Fundamental Right, sections 4.1 and 5.2.1.*

Checklists and inspections alone cannot capture psychosocial risks. Combine them with structured dialogue, regular consultation and recurring surveys of workers' experiences.

2.1 Questions to ask

- **EXPOSURE:** Who works alone, at night or in direct contact with the public? Which jobs receive the most abuse, threats or unwanted conduct?
- **GENDER AND EQUALITY:** Are women and men exposed differently? Do young, migrant, temporary, outsourced or other groups of workers face additional barriers or risks?
- **WORK ORGANIZATION:** Do staffing levels, targets, schedules, workload or management practices increase the likelihood or impact of violence and harassment?
- **REPORTING:** Do workers know how to report? Is the procedure confidential, accessible, trusted and available in the languages workers use?
- **PREVENTION:** Which safeguards already exist? Are they used, monitored and reviewed with worker representatives?
- **DATA:** Are incidents recorded and analysed by relevant categories, with confidentiality protected and in compliance with applicable law?

2.2 Example of a risk assessment action matrix

RISK FACTOR	WHO IS EXPOSED?	GENDER / EQUALITY IMPACT	EXISTING MEASURES	FURTHER ACTION	RESPONSIBLE PERSON/ STRUCTURE	DEADLINE / REVIEW DATE
Working alone	Cleaning staff	Mainly women	Phone contact	Introduce a buddy/check-in system	Joint OSH committee	30 days; review after 3 months
Aggressive customers	Front-line staff	Young workers overrepresented	Informal manager support	Protocol, staffing review and training	Management with the union representative	60 days; review after 6 months
Digital harassment	Remote and hybrid workers	Potential gendered targeting	General IT policy	Specific reporting and response procedure	HR and IT with the joint OSH committee	45 days; review after 3 months

IMPLEMENTATION TOOL

Use the matrix in workplace inspections, joint occupational safety and health committees and bargaining preparation. Assign a responsible person and a review date to every agreed measure.

3. EMPLOYER RESPONSIBILITIES AND THIRD-PARTY VIOLENCE

C190 requires governments to ensure that employers take appropriate steps, commensurate with their degree of control, to prevent violence and harassment (Article 9). The list below combines these steps with guidance from R206 and UNI's own demands; the source of each item is shown in brackets. Unions can use it to check whether these steps are in place.

3.1 Employer prevention responsibilities

Employers should:

- adopt and implement a workplace policy on violence and harassment in consultation with workers and their representatives (C190, Article 9(a));
- include violence, harassment and associated psychosocial risks in occupational safety and health management, (C190, Article 9(b)), and identify hazards and assess risks with worker participation (C190, Article 9(c));
- provide accessible information and practical training on risks, rights, policies and procedures, (C190, Article 9(d)), with annual refresher sessions and mandatory induction for new workers and managers (UNI demand);
- establish safe reporting and investigation procedures and designate appropriately trained, competent and impartial persons to manage reports and sensitive cases (C190, Article 10(b), a duty on governments; R206);
- take preventive and control measures, including organizational changes where needed (C190, Article 9(c));
- protect complainants, victims, witnesses and whistle-blowers against retaliation (C190, Article 10(b), a duty on governments; R206);
- review incidents, trends and the effectiveness of preventive measures (UNI demand).

3.2 Third-party violence

Third-party violence (see glossary) should be included in risk assessment and prevention in the same way as any other workplace risk. Services workers are particularly exposed because of public-facing work, lone working and 24/7 operations (see *Mental Health at Work: A Fundamental Right,* section 5.1).

Before an incident, employers should:

- identify high-risk tasks, times and locations;
- ensure adequate staffing and safe working arrangements;
- establish communication, alarm or escalation procedures;
- train workers and managers on prevention and response.

During an incident, employers should:

- enable workers to seek immediate assistance;
- respect the right of workers to remove themselves from a work situation that they have respect the right of workers to remove themselves from a work situation that they have reasonable justification to believe presents an imminent and serious danger to life, health or safety due to violence and harassment, without retaliation or other undue consequences; workers who do so must inform management (C190, Article 10(g));
- prioritize safety and de-escalation;
- record the incident and preserve relevant information.

After an incident, employers should:

- provide support and allow union representation;
- review the workplace factors that contributed to the incident;
- implement corrective and preventive changes.

EXPECTED OUTCOME

Third-party violence is no longer normalized as “part of the job” and is addressed through the same prevention, reporting and review structures as other workplace risks.

4. MODEL COLLECTIVE AGREEMENT CLAUSES

C190 can be applied through collective agreements (Article 12). The following clauses are starting points for negotiation and should be adapted to national law, existing agreements and the risks of each sector. For further bargaining priorities, including on technology-facilitated gender-based violence, see Negotiating Collective Bargaining with a Gender Perspective, sections 4.6 and 5.6.

1. **RIGHT TO A VIOLENCE-FREE WORLD OF WORK**
   The employer and the union recognize the right of every worker to a world of work free from violence and harassment, including gender-based violence and harassment.
2. **RISK ASSESSMENT**
   Violence, harassment and associated psychosocial risks shall be included in occupational safety and health risk assessments, with the meaningful participation of workers and their representatives.
3. **REPORTING**
   Workers shall have access to safe, confidential and accessible reporting channels and shall receive clear information about procedures, timelines and available support.
4. **PROTECTION AGAINST RETALIATION**
   No worker shall suffer dismissal, discrimination, disadvantage or retaliation for reporting violence or harassment, supporting another worker, acting as a witness or participating in a procedure.
5. **UNION REPRESENTATION**
   Workers shall have the right to be represented and supported by a trade union representative at all stages of the reporting and investigation process, subject to applicable law.
6. **TRAINING, INFORMATION AND AWARENESS**
   Workers, managers and relevant representatives shall receive appropriate information and training on identified risks, prevention measures, reporting procedures and rights and responsibilities. Training on workplace policies and procedures shall be provided regularly, at least annually, and as part of induction for new workers and managers.

7 THIRD-PARTY VIOLENCE

The employer shall identify, assess and take preventive measures against violence and harassment perpetrated by clients, customers, patients, users, service providers or other third parties.

8 MONITORING AND REVIEW

The employer and the union shall regularly review incident trends, risk assessments and preventive measures through the appropriate joint occupational safety and health or labour-management structure.

9 DOMESTIC VIOLENCE

Workers affected by domestic violence shall have access to paid leave, flexible work arrangements, changes to work location or contact details, and protection against dismissal or disciplinary action linked to its effects. Information shall be kept confidential, and domestic violence shall be included in workplace risk assessments.

5. SAFE REPORTING AND RESPONSE

Every workplace should have more than one safe way to report violence or harassment. Procedures should be accessible, confidential, timely and transparent, with union representation and support available at every stage. A reporting system works only if workers trust it: in a 2025 survey of retail and fast-food workers in Australia, 53 per cent of those who never reported an incident believed that no action would be taken[5]. Employers and unions should therefore combine procedures with regular education, communication and training.

5.1 Recommended procedure

1. **REPORT:** Receive the report through a safe and accessible channel.
2. **IMMEDIATE SAFETY ASSESSMENT:** Determine whether urgent protective measures are required.
3. **CONFIDENTIAL REGISTRATION:** Record the report while limiting access to information on a need-to-know basis.
4. **ASSESSMENT/INVESTIGATION:** Apply a fair, impartial and timely procedure led by the designated persons.
5. **PROTECTIVE AND CORRECTIVE MEASURES:** Address immediate harm and the workplace factors that contributed to the incident.
6. **OUTCOME:** Communicate the outcome and next steps to the parties in line with applicable rules.
7. **FOLLOW-UP AND REVIEW:** Check for retaliation, recurrence and whether preventive measures are working.

[5] *Shop, Distributive and Allied Employees Association (SDA), member survey (December 2025), cited in UNI Global Union Equal Opportunities, Negotiating Collective Bargaining with a Gender Perspective, section 4.6.*

5.2 Minimum safeguards

Every reporting procedure should guarantee:

- more than one reporting channel, including a channel outside the direct line manager;
- confidentiality and privacy;
- accessible and multilingual channels where needed;
- clear timelines and information about what happens next;
- the right to union representation and support;
- respect for the affected person, without blame or unnecessary repeated questioning, and clear procedural rights for both the complainant and the respondent;
- designated persons to receive reports and coordinate the response;
- protection against victimization or retaliation.

EXPECTED OUTCOME

Workers can raise concerns early and safely, procedures are understood and trusted, and reports lead to both individual protection and preventive workplace action.

6. PROTECTION, SUPPORT AND THE ROLE OF UNION REPRESENTATIVES

Protection should safeguard health, safety and dignity without shifting the burden of the incident onto the affected worker. Interim measures should not disadvantage the person who reported violence or harassment. Where there is a serious or immediate risk to health or safety, protective measures should not wait for the investigation to be completed.

6.1 Immediate protection measures

Depending on the situation, protection measures can:

- separate the parties where necessary and proportionate;
- adjust contact arrangements, location or schedule without disadvantaging the affected worker;
- increase staffing or security where third-party violence is involved;
- provide access to medical, psychological or other support where available;
- allow union accompaniment and sufficient time to participate in the procedure;
- preserve pay, status, career opportunities and other employment rights.

6.2 No retaliation principle

No worker should suffer disadvantage for reporting violence or harassment, supporting another worker, acting as a witness, participating in a procedure, raising an occupational safety and health concern or acting as a union representative.

EXAMPLES OF RETALIATION: dismissal, reduced hours, punitive shift changes, exclusion from promotion, intimidation, isolation, threats, negative performance action linked to the report or pressure to withdraw a complaint.

6.3 Role of union representatives

Union representatives act before, during and after an incident. Their role is to support the individual worker and to use each case to identify and change the workplace factors behind it.

BEFORE AN INCIDENT, UNION REPRESENTATIVES:

- participate in gender-responsive risk assessments;
- negotiate policies and collective agreement clauses;
- ensure workers know how to report and where to obtain support;
- review incident trends while respecting confidentiality.

WHEN AN INCIDENT IS REPORTED, UNION REPRESENTATIVES:

- provide confidential initial support;
- explain the available options;
- accompany the worker in meetings where requested;
- request immediate safety measures;
- monitor fairness, timeliness and anti-retaliation safeguards.

AFTER AN INCIDENT, UNION REPRESENTATIVES:

- confirm that agreed measures were implemented;
- identify the organizational factors that contributed to the incident;
- use anonymized lessons to improve prevention, training and bargaining;
- monitor recurrence and retaliation.

6.4 Domestic violence and the world of work

Domestic violence can affect a worker's safety, attendance and performance at work. The perpetrator may come to the workplace or make contact through work phones, messages or email. C190 requires each Member to recognize the effects of domestic violence and, so far as is reasonably practicable, mitigate its impact in the world of work (Article 10(f)). R206 lists measures to do this (see the quick reference).

EMPLOYERS CAN:

- provide paid leave for workers affected by domestic violence;
- agree flexible working hours and arrangements;
- change the worker's work location, telephone number or email address where needed;
- protect the worker against dismissal or disciplinary action linked to the effects of domestic violence;
- include domestic violence in workplace risk assessments;
- refer the worker to specialist support services;
- keep all information confidential.

UNION REPRESENTATIVES CAN:

- treat any disclosure with confidentiality and discretion;
- refer the member to specialist support services;
- explain the member's rights and entitlements under the collective agreement and the law;
- support the member in arrangements with management and in any disciplinary process linked to the effects of domestic violence;
- respect the member's own decisions[6].

[6] This example draws on the work of the Shop, Distributive and Allied Employees' Association (SDA), Newcastle and Northern Branch, Australia, Safe at Home, Safe at Work: Your Role as an SDA Delegate or HSR (leaflet).

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7. SUCCESS INDICATORS

Unions should establish a baseline, agree responsibilities and review progress regularly in four areas. Under each area are examples of indicators, which unions can adapt to the workplace and their own data sources.

PREVENTION

- share of risk assessments that include violence, harassment and psychosocial risks;
- number of high-risk jobs and forms of third-party exposure identified;
- share of agreed preventive measures implemented by the deadline.

REPORTING AND PROTECTION

- share of workers who know the reporting channels, protections and support available;
- share of reports are handled within agreed timelines;
- number of retaliation complaints following a report;
- share of cases in which the worker had union representation, where requested.

BARGAINING AND POLICY

- number of collective agreements with prevention, reporting and protection clauses;
- number of reviews of incidents and preventive action held by joint structures;
- number of gender-responsive measures are included in bargaining priorities.

WORKPLACE OUTCOMES

- change in recurring risk factors compared with the baseline;
- change in workers' confidence in procedures; compared with the baseline.

NOTE: The number of reports often rises when workers begin to trust a procedure. An increase can show that the procedure is working, so read reporting figures together with worker surveys and risk assessments.

8. IMPLEMENTATION TOOLS

8.1 Workplace prevention checklist

Use this checklist in union meetings, joint occupational safety and health committees, bargaining preparation or workplace inspections.

- [ ] Violence and harassment are explicitly included in the workplace occupational safety and health policy.
- [ ] Psychosocial risks are included in gender-responsive risk assessments.
- [ ] Workers and union representatives participate in risk assessment and prevention.
- [ ] There is more than one safe and confidential reporting channel.
- [ ] Reporting channels are accessible and multilingual where needed.
- [ ] Training on policies and procedures is repeated annually and included in induction for new workers and managers.
- [ ] Designated persons responsible for receiving reports are trained, competent and able to act impartially.
- [ ] Workers are protected against retaliation.
- [ ] Third-party violence is included in prevention measures.
- [ ] Incidents are recorded and analysed by gender and other relevant categories, with confidentiality safeguards, and the results are used to improve prevention.
- [ ] Collective agreements or workplace policies contain clear prevention and protection measures.
- [ ] Preventive measures have owners, deadlines and a review date.

8.2 Quick incident reporting form

Field	Options / space
Date/time	
Workplace/location	
Type of tharm	Physical / psychological / sexual / economic / other
How did it happen?	In person / through digital or other work-related communications / other
Who was responsible?	Colleague / manager / third party / other
Gender of the person affected	Woman / man / self-describe: _____ _____ / prefer not to answer
Age group, employment status or other information (optional)	
What happened?	
Immediate safety risk?	
Witnesses / other affected workers	
Union representation requested?	
Immediate measures/support required	

9. NEXT STEPS: GETTING STARTED

The following timeline helps unions start implementation. Affiliates can adapt it to their capacity and priorities.

WITHIN ONE MONTH

- review this toolkit with union leadership and workplace representatives;
- identify priority workplaces or sectors;
- assign responsibility for coordination;
- collect available baseline information.

WITHIN THREE MONTHS

- conduct an initial gender-responsive risk assessment;
- review reporting and anti-retaliation procedures and confirm responsibility for receiving and managing reports;
- identify bargaining priorities and policy gaps;
- schedule training for representatives and negotiators.

WITHIN SIX MONTHS

- negotiate or revise workplace policies and collective agreement clauses;
- establish monitoring indicators and a review timetable;
- report progress to members and adjust measures where needed.

9.1 Regional policy example: Europe

On 6 October 2026, the European Parliament adopted a report calling on the European Commission to propose EU measures on work-related psychosocial risks. It asks for obligations on employers, regular psychosocial risk assessments, policies against violence, harassment, bullying and discrimination, and prevention protocols for third-party violence.[7]

CONCLUSION

Preventing violence and harassment is core work for trade unions. It builds worker power, improves working conditions and contributes to safe, healthy and equal workplaces for all.

> ***The UNI Global Union Equal Opportunities Department prepared this toolkit. It should be adapted to national law, collective agreements and organizational procedures and does not constitute legal advice.***

[7] *European Parliament, "Parliament Wants Better Protection of Workers' Mental and Physical Health", press release, 6 October 2026, https://www.europarl.europa.eu/news/en/press-room/20261002IPR47897/parliament-wants-better-protection-of-workers-mental-and-physical-health.*


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