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INTERNATIONAL SOCIAL SECURITY ASSOCIATION

*Section on Prevention in Transportation*

## **HAMBURG DECLARATION AGAINST VIOLENCE, ATTACKS AND AGGRESSION AT THE WORKPLACE**

Employees in transport and logistics businesses dealing with passengers or goods within the global supply chain on land, in the air and on water are particularly affected by violence.

Workplace violence is any act in which a person is abused, threatened, intimidated or assaulted physically and/or psychologically in his or her employment. This refers to violence among employees as well as violence as an act from third parties.

Recognized in the Seoul Declaration, a safe and healthy working environment is one of the fundamental human rights and an essential part of the ISSA's mandate. Absence of violence at work is one of the essential factors for social security worldwide. Social Security Institutions should make every effort possible to reduce to Zero acts of violence at work within a Global Culture of Prevention. The ISSA strongly supports all appropriate measures to reach this aim.

The International Symposium "Violence, Attacks and Aggression in Transportation" hosted by the ISSA Section on Prevention in Transportation in Hamburg in September 2015 brings together experts and practitioners specialized in all aspects of prevention of violence at the workplace. A common goal for all participants is to combat violence in transportation as well as in all other working environments and businesses. If employees are threatened by violence, aggression or piracy, best measures for the victims must be provided to avoid post traumatic stress and to make possible a safe return to work.

The participants of the International Symposium of the ISSA Section on Prevention in Transportation and everyone else who feels addressed by this intention are invited to sign the seven rules of the Hamburg Declaration. The Declaration is to be published on the website of the ISSA Section on Prevention in Transportation.

As an outcome of the Symposium, this declaration is a clear signal that aggression and violence at the workplace cannot be tolerated. It is intended to bring this aspect of social security to the top of the list of prevention items. Social Security Institutions must do everything possible to create a violence-free working environment as one key factor of social security worldwide.



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## **HAMBURG DECLARATION - GUIDELINES**

1. Everyone has the right to a safe working environment and to be treated fairly and respectfully.
2. Most people associate with violence a physical assault. Verbal abuse is often seen as less serious because there is no visible proof and yet it is generally more prevalent and may cause significant emotional pain and mental suffering. Verbal and physical violence must both be condemned.
3. A key factor for violence prevention must be management commitment. This includes:
  - (a) A clear definition of work place violence
  - (b) Taking into account violence as a factor for risk assessment
  - (c) Provision of clear examples of unacceptable behaviour
  - (d) Ensuring that action is taken to prevent violent incidents
  - (e) Training of employees in how to deal with violence (e.g. de-escalation)
  - (f) Encouragement of reporting, monitoring and rapid follow up of incidents and cases of violence as well as fostering enhanced reporting methods
  - (g) Offering a support programme and providing access to help for people affected
4. Social Security Institutions play an important part in violence prevention. Their tasks include:
  - (a) Supporting the employer
  - (b) Providing suitable tools for prevention of violence and attacks
  - (c) Establishing structures to help victims of occupational violence
  - (d) Offering seminars and supporting training by experts
  - (e) Initiating research
  - (f) Proliferating knowledge and facilitating knowledge transfer
  - (g) Establishing a sustainable network regarding prevention of violence at work
5. Employees in a risky working environment should be engaged in regular training measures offered by employers and Social Security Institutions.
6. Social Security Institutions, employers, employees and the society as a whole should closely cooperate to raise awareness towards prevention of violence and emphasize the priority of prevention before rehabilitation and return to work.
7. As the most important stakeholders, the Social Partners should support as much as possible all efforts to minimize and to prevent all cases of violence and attacks at the workplace.

Hamburg, September 2015

The Participants of the ISSA Symposium  
"Violence, Attacks and Aggression in Transportation"