PREVENT, RESPOND, SUPPORT:
UNIONS RISE UP AGAINST GENDER-BASED VIOLENCE

THIRD PARTY VIOLENCE AND HARASSMENT AT WORK

A factsheet on TPVH at Work in Canada and What Unions Are Doing to Stop It



What is Third Party Violence?

THIRD PARTIES

36%

of harassment and violence

41%

of sexual harassment and violence

Part II of the Canada Labour Code defines harassment and violence as encompassing of:

> **"any action, conduct or comment, including of a sexual nature, that can reasonably be expected to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment."**

Many workers experience violence and harassment perpetrated by third parties at work, such as customers, patients, students, or members of the public. That's third-party violence and harassment at work.

Research from the CLC has revealed that third parties are among the most common perpetrators of harassment and violence (36%) and sexual harassment and violence (41%) in Canadian workplaces.

Is Third Party Violence and Harassment a Growing Problem?

Several factors contribute to this increase in third party violence and harassment.

Across Canada, people are facing mounting pressures from a worsening affordability crisis, with scarce resources to address their needs. Staffing shortages and systems stretched too thin are also impacting the way people interact with front line workers, leading to dangerous situations for these workers left to deal with people taking out their frustrations on those who are just doing their jobs.

This, combined with rising hate and anti-human rights backlash, has emboldened third parties to harass workers in public facing jobs, disproportionately targeting 2SLGBTQIA+, Black, racialized, Indigenous, migrant, newcomer workers, and workers with disabilities, at an alarming rate.

THE FACTS

Who is most impacted:

- **70%** of gender-diverse workers
- **64%** of women workers

have experienced harassment and violence in the workplace

- Workers whose jobs involve the
  - exchange of money **71%**
  - interaction with the public **69%**
  - serving of alcohol **72%**

are at greater risk of harassment and violence

- Sectors that predominantly employ women, like **health care and social assistance**, **educational services**, and **public administration**, were the three most common sectors to show significant prevalence rates of all forms of workplace harassment and violence

But not all workers are impacted the same:

- Workers with
  - disabilities **77.3%**
  - Indigenous **74%**
  - multiracial workers **69%**
  - gender-diverse workers **66%**

experience significantly higher rates of all forms of workplace harassment and violence, including TPVH, than their counterparts

ENOUGH IS ENOUGH.

No one should be – or feel – unsafe at work: all workers have a right to a healthy and safe working environment, including freedom from violence and harassment, including Third-Party Violence and Harassment, at work.

JOIN CANADA'S UNIONS AND RISE UP! FOR A WORLD OF WORK THAT IS SAFER FOR EVERYONE.

Add your voice and demand immediate action from this government to end violence and harassment in Canadian workplaces:

canadianlabour.ca/end-violence

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