



Technical meeting on the future of decent and sustainable work in urban transport services

30 August–3 September 2021

► Conclusions on the future of decent and sustainable work in urban transport services¹

The technical meeting on the future of decent and sustainable work in urban transport services,

Having met from 30 August to 3 September 2021,

Adopts the following conclusions:

Challenges to and opportunities for decent and sustainable work, and key drivers of change

1. Urban passenger transport (UPT) services and operations keep cities moving. Quality UPT contributes to the achievement of many of the Sustainable Development Goals set out in the 2030 Agenda for Sustainable Development. By providing mobility services to all, UPT constitutes a basic service under public regulation. It is an enabler of other rights and of access to other vital services. It is a powerful driver of equity, development, sustainability, growth, productivity and employment opportunities. UPT should be accessible to all. It plays a vital role in enabling decarbonization, facilitating a modal shift away from individual vehicle use, and promoting the direct and indirect creation of decent green jobs. Adequate and sustainable investments in UPT and coordination across UPT systems and all levels of government are needed to achieve decent and sustainable work and environmental sustainability.
2. Informal transport operations pose a significant challenge to decent and sustainable work. Workers in informal UPT are particularly vulnerable, as they often lack access to fundamental principles and rights at work, decent working conditions, occupational safety and health, and social protection. They may have precarious livelihoods and low levels of income, productivity, skills, technology and capital.

¹ In accordance with established procedures, these conclusions will be submitted to the 344th Session of the Governing Body of the ILO (March 2022) for its consideration.

3. Technological innovation contributes to service quality, accessibility, accountability, decent and sustainable work, and environmental sustainability. At the same time, there are concerns related to data algorithms, transparency, the right to organize and collective bargaining, and worker privacy. Training and skills, and the displacement of jobs and livelihoods should be taken into account. An effort should be made to build an integrated system that promotes the growth of technological innovation and mobility as a service and at the same time guarantees rights and protections for all workers. Social dialogue, including collective bargaining, can help in addressing these concerns.
4. The public sector plays a key role in regulating UPT. UPT services are delivered under public and private operations, with various degrees of outsourcing and other forms of contracting and subcontracting. Policy responses, including the design of financially balanced, comprehensive and legally based contracts to regulate the terms of operations, are needed to promote a level playing field in order to respond to diversity in context and fluctuating demand. Decent work is a central element relevant to these policy responses.
5. Women's rate of labour force participation in both formal and informal UPT remains low. Gender occupational segregation is prevalent, and women have typically less income security and job opportunities and work in lower paid jobs. While the sector is working towards achieving a more inclusive workforce, there are still significant barriers for women to enter and remain in the sector.
6. UPT workers can face a range of decent work deficits, including occupational safety and health risks such as fatigue, stress, musculoskeletal disorders, non-communicable and communicable diseases, occupational diseases and a high risk of viral infection. They are also subjected to the harmful effects of noise, air pollution, congestion, crowding and heat stress. Violence and harassment and a lack of access to safe and secure welfare facilities, particularly bathroom, washing and other sanitary facilities, may affect both driving and non-driving UPT workers. Retention rates in the sector and its attractiveness have become a concern for all UPT operators. Social dialogue, effective management and public policies, in addition to technological innovation and decent welfare facilities, may address these decent work deficits.
7. At the same time, UPT can benefit from major decent work opportunities, including employment growth, improvements in job quality and incomes, productivity gains and social inclusion. Technological innovation may enable these decent work opportunities.
8. Necessary measures have been put in place to protect UPT operators, workers and passengers from COVID-19, but ridership has plummeted and jobs and livelihoods have been lost. Informal UPT workers and informal economic units often continued to work in order to maintain livelihoods, in spite of low income resulting from low wage rates or reduced paid work hours or work days, and lack of social security protection. The risk of infection with COVID-19 is higher for frontline workers in UPT and many have lost their lives to it. Sustained financial measures are needed for service and business continuity and to steer the sector towards a job-rich and sustainable recovery.

Facilitating transition to formality and a just transition to decent and sustainable work

9. Progressive transition to formality should aim to reduce decent work deficits in a way that also takes account of the interests of informal workers, while respecting workers' fundamental rights, ensuring opportunities for income security, livelihoods and entrepreneurship, and preventing informalization in the sector. Policies and programmes should be implemented in an integrated manner to ensure comprehensive, adequate and

sustainable levels of social protection, while building access to universal social protection systems. Progressive transition to formality requires an integrated policy framework as set out in the Transition from the Informal to the Formal Economy Recommendation, 2015 (No. 204).

10. Employment and economic impact assessments are useful for measuring the employment and decent work impacts of UPT projects. Strong legal and institutional frameworks and the creation of an enabling environment for sustainable enterprise development contribute to increased productivity and lead to improved environmental outcomes and decent work opportunities. Decarbonization efforts should be accompanied by just transition principles contained in the ILO's Guidelines for a just transition towards environmentally sustainable economies and societies for all. An enabling environment for sustainable enterprises, adequate professionalization of training of UPT workers, and skills development and lifelong learning strategies for all UPT workers can also effectively promote the transition to formality. This should be accompanied by robust labour law enforcement systems, including in respect of occupational safety and health provisions.
11. Social dialogue can be a strong driver for economic and social resilience and can reconcile competition and technological innovation with equitable access, decent work, and safety for workers and passengers to create a level playing field. Institutions and mechanisms related to social dialogue, transparency, and governance and labour inspection frameworks should be robust to ensure decent work in UPT. Social dialogue, based on respect of freedom of association and the effective recognition of the right to collective bargaining for all workers in the sector, has a crucial role in the design of policies to promote decent and sustainable work in UPT.
12. Sustainable investments and responsible procurement and contracting practices, which focus on quality of service applying to all public and private contractors and subcontractors in UPT can contribute to the promotion of decent and sustainable work.
13. Occupational safety and health strategies, programmes and measures should be established for all UPT workers through adequate legislation, national policies and programmes and social dialogue. Urgent and concerted action is needed to ensure that UPT workers have timely, equitable, affordable and global access to quality, safe and effective COVID-19 vaccines. This action should include treatments and preventive measures, such as health technologies, diagnostics, therapeutics and other COVID-19 health products, as well as psychosocial support and quarantine facilities. Governments and social partners have an important role to play in raising awareness about infection control and vaccination possibilities.

Recommendations for future action by the International Labour Organization and its Members

14. Governments, together with workers' and employers' organizations, should:
 - (a) engage in effective social dialogue to promote decent and sustainable work for all in UPT;
 - (b) promote UPT as a basic service and foster decent and sustainable work in UPT services;
 - (c) harness the fullest potential of technological progress and digitalization, including platform work, to create decent jobs and sustainable enterprises, enable broad social

participation in the benefits, and address the risks and challenges, including by reducing the digital divide between people;

- (d) support the continuity, improvement and expansion of UPT and employment in the sector, including by addressing funding needs through sustainable funding models, extend the role of social dialogue in designing responses and national sectoral recovery plans and policies to help restore public confidence in UPT after the COVID-19 pandemic, and provide an effective climate response;
 - (e) promote the creation, attraction and retention of decent and sustainable jobs and working opportunities, and support business and service continuity and sustainable investment in the sector to ensure a job-rich, sustainable recovery;
 - (f) facilitate inclusive transition to formality and a just transition to more environmentally sustainable economies and societies;
 - (g) engage in formulating and implementing a comprehensive and coordinated policy for the present and future of work in UPT and promote an enabling sustainable environment, including by addressing the funding needs of the sector, in order to generate, maintain and grow decent and sustainable productive work;
 - (h) actively strengthen women's employment in the sector by promoting measures and actions to alleviate gender-specific obstacles to access the sector, including addressing root causes, combating occupational segregation and ensuring equal pay for work of equal value, and promote career progression, including by introducing technology that enhances gender equality;
 - (i) ensure adequate working conditions and safety and health at work and extend social protection to all UPT workers, regardless of the nature of their employment status or working arrangements, in order to promote decent and sustainable work, and achieve universal access to comprehensive, adequate and sustainable social protection, including nationally defined social protection floors, ensuring that, at a minimum, all in need have access to basic income security and essential healthcare over the life cycle, recognizing the full enjoyment of the right to the highest attainable standard of physical and mental health as being more important than ever; and
 - (j) develop or strengthen national, regional and local policies and strategies on professionalization, lifelong learning, skills development, and technical and vocational education and training that ensure decent and sustainable work in UPT.
- 15.** Governments have the duty to adopt, implement and effectively enforce national laws and regulations to ensure that fundamental principles and rights at work and ratified international labour Conventions apply to all workers, also taking into account their obligations under other international labour standards. They should strengthen labour inspection systems by ensuring that they are well-resourced, including through adequate financial resources, duly qualified inspectors, proper equipment and training, and robust recruitment procedures. Public and private UPT enterprises should respect human rights in line with the three pillars of the United Nations Guiding Principles on Business and Human Rights and the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy.

16. The Office, in its follow-up to the obligations arising out of the ILO Centenary Declaration for the Future of Work and the Global call to action for a human-centred recovery from the COVID-19 crisis, should:
- (a) promote the ratification and effective implementation of international labour standards relevant to UPT and strengthen the capacity of constituents to respect, promote and realize the fundamental principles and rights at work for all engaged in the sector;
 - (b) strengthen its support for the design and implementation of recovery strategies of governments and employers' and workers' organizations to support them in their efforts to achieve a human-centred recovery that is sustainable, inclusive and resilient to the COVID-19 pandemic, covering formal and informal UPT;
 - (c) in consultation with the social partners, support governments in defining a framework on data, data protection and algorithms to ensure transparency and to comply with existing national and international law and in respect of fundamental principles and rights at work, and guarantee the privacy and dignity of the worker;
 - (d) support the sector as a significant employer;
 - (e) build the capacity of constituents, including relevant authorities and, where they exist, representative organizations of workers and employers in the informal economy, to develop strategies and engage in effective social dialogue to promote the creation of decent and sustainable jobs in the formal economy, to facilitate a transition to formality, and to enable a just transition to the future of work that contributes to sustainable development;
 - (f) collect good practices and data and develop research on the transition to formality, skills acquisition, productivity, and just transition to decent and sustainable work in the context of UPT, to inform further ILO tripartite action in the sector;
 - (g) support constituents in formulating and implementing skills development and lifelong learning strategies for UPT, with gender-responsive methodologies to forecast future skills needs, including for technological change, just transition and the sharing of good practices on professionalization, upskilling and reskilling;
 - (h) design and implement development cooperation projects to advance decent and sustainable work and capacity development in UPT, including measuring the employment impacts of international public and private financing in UPT as part of the recovery from the COVID-19 pandemic, keeping in mind the diverse circumstances, needs, priorities and levels of development of its Member States; and
 - (i) reinforce its cooperation with relevant multilateral and regional organizations to promote decent and sustainable work in the sector aimed at mobilizing a strong and coherent global response in support of human-centred recovery strategies that are inclusive, sustainable and resilient, including working more closely with the United Nations Framework Convention on Climate Change (UNFCCC) Secretariat, under the auspices of the ILO/UNFCCC Memorandum of Understanding, to implement activities in UPT.

Non-exhaustive list of ILO declarations, instruments and tools relevant to urban passenger transport

List of the instruments and tools

Declarations

- Centenary Declaration for the Future of Work (2019)
- Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy (2017)
- Declaration on Social Justice for a Fair Globalization (2008)
- Declaration on Fundamental Principles and Rights at Work (1998)

International Labour Conference

- Global call to action for a human-centred recovery from the COVID-19 crisis that is inclusive, sustainable and resilient (2021)
- Conclusions concerning Decent Work in Global Supply Chains (2016)
- Conclusions concerning the Promotion of Sustainable Enterprises (2007)

International labour standards

Fundamental Conventions:

- Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87)
- Right to Organise and Collective Bargaining Convention, 1949 (No. 98)
- Forced Labour Convention, 1930 (No. 29) (and its 2014 Protocol)
- Abolition of Forced Labour Convention, 1957 (No. 105)
- Minimum Age Convention, 1973 (No. 138)
- Worst Forms of Child Labour Convention, 1999 (No. 182)
- Equal Remuneration Convention, 1951 (No. 100)
- Discrimination (Employment and Occupation) Convention, 1958 (No. 111)

Technical Conventions and Recommendations:

- Hours of Work and Rest Periods (Road Transport) Convention, 1979 (No. 153) (instrument to be revised)
- Hours of Work and Rest Periods (Road Transport) Recommendation, 1979 (No. 161) (instrument to be revised)
- Labour Inspection Convention, 1947 (No. 81)
- Labour Inspection Recommendation, 1947 (No. 81)
- Labour Inspection (Mining and Transport) Recommendation, 1947 (No. 82)
- Labour Clauses (Public Contracts) Convention, 1949 (No. 94)

- Labour Clauses (Public Contracts) Recommendation, 1949 (No. 84)
- Labour Relations (Public Service) Convention, 1978 (No. 151)
- Labour Relations (Public Service) Recommendation, 1978 (No. 159)
- Employment Policy Convention, 1964 (No. 122)
- Employment Policy Recommendation, 1964 (No. 169)
- Minimum Wage Fixing Convention, 1970 (No. 131)
- Minimum Wage Fixing Recommendation, 1970 (No. 135)
- Protection of Wages Convention, 1949 (No. 95)
- Protection of Wages Recommendation, 1949 (No. 85)
- Promotional Framework for Occupational Safety and Health Convention, 2006 (No. 187)
- Promotional Framework for Occupational Safety and Health Recommendation, 2006 (No. 197)
- List of Occupational Diseases Recommendation, 2002 (No. 194)
- Chemicals Convention, 1990 (No. 170)
- Occupational Health Services Convention, 1985 (No. 161)
- Occupational Health Services Recommendation, 1985 (No. 171)
- Occupational Cancer Recommendation, 1974 (No. 147)
- Occupational Safety and Health Convention, 1981 (No. 155)
- Occupational Safety and Health Recommendation, 1981 (No. 164)
- Night Work Convention, 1990 (No. 171)
- Night Work Recommendation, 1990 (No. 178)
- Workers with Family Responsibilities Convention, 1981 (No. 156)
- Violence and Harassment Convention, 2019 (No. 190)
- Violence and Harassment Recommendation, 2019 (No. 206)
- Termination of Employment Convention, 1982 (No. 158)
- Termination of Employment Recommendation, 1982 (No. 166)
- Communications within the Undertaking Recommendation, 1967 (No. 129)
- Human Resources Development Convention, 1975 (No. 142)
- Human Resources Development Recommendation, 2004 (No. 195)
- Employment Injury Benefits Recommendation, 1964 (No. 121)
- Collective Agreements Recommendation, 1951 (No. 91)
- Migrant Workers Recommendation, 1975 (No. 151)
- Promotion of Cooperatives Recommendation, 2002 (No. 193)

- HIV and AIDS Recommendation, 2010 (No. 200)
- Employment Relationship Recommendation, 2006 (No. 198)
- Social Protection Floors Recommendation, 2012 (No. 202)
- Transition from the Informal to the Formal Economy Recommendation, 2015 (No. 204)

Other ILO instruments and tools:

- Guidelines on the promotion of decent work and road safety in the transport sector (2019)
- Guidelines on decent work in public emergency services (2018)
- General principles and operational guidelines for fair recruitment (2016)
- WASH@Work: a Self-Training Handbook (2016)
- Guidelines for a just transition towards environmentally sustainable economies and societies for all (2015)
- Global Jobs Pact (2009)
- Code of practice on workplace violence in services sectors and measures to combat this phenomenon (2003)
- Guidelines on occupational safety and health management systems (ILO-OSH 2001)
- Code of practice on the protection of workers' personal data (1997)

Other international regulations:

- United Nations Guiding Principles on Business and Human Rights (2011)