Tackling Violence Against Women and Girls and Anti-Social Behaviour: CPT's Industry Charter

Everyone has the right to feel safe when travelling and working on the public transport network. Violence against women and girls and anti-social behaviour have no place on our services, at our stations or stops, or within our communities.

As signatories to this Charter, we are committed to taking meaningful action to improve the safety, confidence and experience of passengers and staff across the bus and coach sector. We recognise that tackling VAWG and ASB requires leadership, partnership working and sustained commitment. Together, we will promote an environment where unacceptable behaviour is challenged, incidents are taken seriously, and passengers and staff feel supported and protected.

We will:

- Clearly communicate (a) the standards of behaviour expected across our services and network (b) the measures we are taking to keep passengers and drivers safe (c) how incidents can be reported and support accessed
- Train our drivers and all passenger-facing staff to provide them with the awareness, confidence and practical tools to recognise, safely respond to and report incidents of violence against women and girls and anti-social behaviour
- Optimise the use of CCTV across our vehicles to ensure that footage can support follow-up action
- Support police, local authorities and other enforcement agencies in taking action following incidents of VAWG and ASB
- Work with local authorities, police, transport authorities and community organisations, to improve safety at and around bus and coach stops, stations and interchanges
- Collect and share data on incidents of VAWG and ASB to help build a clearer understanding of where incidents occur, where action is needed and which interventions are most effective
- Share learning and best practice across the sector, including contributing to the development of practical guidance and toolkits on tackling VAWG and ASB
- Support a culture in which passengers and staff feel confident that incidents will be taken seriously and acted upon.

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