



Milestone 3 report

Selected Transport Service Provider Report



GETS

Gender Equality in Transport in Serbia

Project ID: P108005

Reviewed version submitted by
Dornier Consulting International GmbH
and SeConS Development Initiative Group
2019

Name of the project:	Gender Equality in Transport in Serbia
Location:	Republic of Serbia
Project implementors:	Dornier Consulting International SeConS Development Initiative Group
Period of the project implementation:	From April to September 2019
Name of the institution that commissioned the project:	Coordination Body for Gender Equality Ministry of Construction, Transport and Infrastructure
Supported by:	World Bank

List of abbreviations

CBGE	Coordination Body for Gender Equality
CER	The Community of European Railway and Infrastructure Companies
DCI	Dornier Consulting International
EIGE	European Institute for Gender Equality
EU	European Union
GE	Gender Equality
GETS	Gender Equality in Transportation in Serbia
GSP	Belgrade City Transport Company (Gradsko saobračajno preduzeće "Beograd")
HR	Human Resources
ICT	Information and Communications Technologies
ILO	International Labour Organisation
LFS	Labour Force Survey
MCTI	Ministry of Construction, Transport and Infrastructure
PDI Fund	Pension and Disability Insurance Fund
PGA	Participatory Gender Audit Methodology
PUC	Public Utility Company
RS	Republic of Serbia
RSD	Serbian dinar
SORS	Statistical Office of Republic of Serbia
ToR	Terms of Reference
UN	United Nations

Table of contents

EXECUTIVE SUMMARY	5
1. INTRODUCTION	6
2. GENDER ASPECTS OF TRANSPORT SECTOR EMPLOYMENT AND SERVICES	7
2.1 GENDER INEQUALITIES IN SERBIA.....	7
2.2 GENDER ASPECTS OF EMPLOYMENT IN TRANSPORT SECTOR.....	9
2.3 GENDERED PATTERNS OF MOBILITY AND USE OF TRANSPORT SERVICES	14
2.4 RELEVANT NORMATIVE AND POLICY FRAMEWORK.....	16
3.GENDER ASSESSMENT OF THE SELECTED TRANSPORT SERVICE PROVIDERS.....	18
3.1 GENDER AUDIT METHODOLOGY.....	18
3.1.1 RESEARCH METHODS AND DATA SOURCES	19
3.1.2 LIMITATIONS AND MITIGATION STRATEGIES.....	20
3.1.3 ETHNICAL CONSIDERATIONS	21
3.2 CASE STUDIES.....	21
3.2.1 SRBIJA VOZ.....	22
3.2.2 CONTRACTUAL TAXI CHAMBER OF COMMERCE OF SERBIA	28
3.2.3 PUBLIC UTILITY COMPANY- BELGRADE CITY TRANSPORT COMPANY.....	34
3.2.4 TRANSPORT ENTERPRISE “LASTA”	39
3.3 CAPACITY BUILDING	43
4. CONCLUSIONS	44
5.ANNEX.....	46
5.1 REFERENCES.....	46
5.2 LIST OF RESPONDENTS OF SELECTED COMPANIES.....	49
5.3 RESEARCH TOOLS AND CONSENT FORM	50

EXECUTIVE SUMMARY

The level of participation of men and women in the transport sector in Serbia is close to the average for the EU countries – according to the statistics from Eurostat. In the EU participation of women in the transport and storage sector¹ is 22% of the total workforce, while in Serbia it is 20% (Eurostat 2018). Regarding the ownership profiles of companies, 58% of women employed in the transport sector work in public companies, while the majority of men employed in this sector (68%) work in privately owned companies (SORS, LFS 2018).

The gender assessment that was conducted by the project team in the selected transport companies (“Srbija Voz”, Public Utility Company – Belgrade City Transport Company, Lasta and the Taxi Chamber of Commerce) showed that gender differences in the labour force of the whole transport sector is also reflected in individual companies. All four selected companies are typical ‘male workforce’ employers, with a minority of employed women. Even when they are employed in these companies, women are not dominant in the ‘core jobs’ of the companies providing main services, such as drivers, conductors, mechanics, engineers, but more often in administrative jobs, legal or supporting services.

Segregation in the education system is one of the key factors that cause gender differences in the labour market. Data for the 2017/2018 school year shows that among all students in Serbia enrolled in the secondary schools for transportation,² two thirds are male. This means that women are less likely to receive education for occupations such as train or bus driver, auto electrician, conductor, etc., which directly affects the number of women employed in the transport sector. In addition, out of all students who graduated at one of the technical faculties in the 2017/2018 school year, 40% are female students. When observing the occupational structure in the transport sector, it can be concluded that women are underrepresented in the categories of technicians and managers, while there is a slightly higher share of women in the category of professional experts (SORS 2018).

When it comes to the transport users, data shows that women more often use public transport in comparison to men, which is why it is important that transport service providers should consider women as an important customer group whose needs have to be taken into the account. According to the data from the GETS user survey, 28% of the women versus 18% of the men use local bus transport four or more times per week. In addition, 33% of women use taxi services at least several times per month, compared to 24% of men. There is also a difference in the perception of safety in transport between men and women. For women, both users and employees in the transport sector, personal safety is perceived as the most challenging aspect, while men are mostly complaining about poor infrastructure (bad roads) and other drivers as a potential source of danger.

Based on the project team’s analysis of the selected transport service providers, it can be concluded that none of them regularly assesses user or employee needs in order to adapt their services to user requirement.³ Accordingly, their services are often poor and not in line with the gender-specific needs of either their employees or their customers. Furthermore, the selected transport companies do not take into account the principles of gender equality when designing their internal policies. Based on the content analysis of the documents available on the official web sites of the selected transport companies as well as the documents submitted by the companies for analysis, it was noted that gender disaggregated data

¹ Comparison of data between Serbia and the EU countries (Eurostat data, 2018) is only possible if observing transport and storage sectors together. After the exclusion of the storage sector, data on the participation of men and women in the workforce of the transport sector in Serbia differ hardly at all, because the share of the storage sector is less than 3%. It might be assumed that the situation is similar in the EU, but since data for the EU transport sector (without the storage sector) is not available, this type of comparison was not possible.

² There are secondary schools in Serbia that focus especially on jobs in the transport sector.

³ The only exception is “Srbija Voz”, since they conducted an employee satisfaction survey in 2017.

was not available in any segment.⁴ In addition, most of these companies do not have policies on gender equality and mechanisms for protection against gender-based discrimination and violence.

1. INTRODUCTION

The analysis of gender aspects in the transport sector is an area that has been almost completely neglected in past studies conducted in Serbia, although it is of great importance. The mobility options that individuals have available, and the possibilities of commuting, are very important factors that affect many aspects of people's lives. If mobility options are quite limited or almost completely lacking, it affects the quality of life for both women and men. Numerous studies (Babovic, 2010; Babovic, 2016; UN Economic and Social Council, 2016 and 2017; SORS, 2017, etc.) indicate that it is women who dominantly take care, not only of themselves, but also of other household members (children, elderly), and also do significantly more housework than men⁵. It is therefore justified to assume that they may be particularly affected by the inaccessibility and inadequacy of mobility options. In addition, considering that there is a significantly lower Number of women than men in Serbia who hold a driver's license⁶, it is also expected that women are more dependent on other household members for transport, and they are much more reliant on other mobility options such as public transportation.

It is possible to observe gender aspects regarding both the use of different transport options and employment in the transport sector. This means that many questions need to be answered such as:

- How many women and men participate in the transport sector in Serbia? Is it different compared to other European countries?
- Are there gender differences in the qualifications and positions of women and men in the transport sector in Serbia?
- Which structural factors have an impact on creating gender differences in employment, specifically in the transport sector? What is the role of education and how are gender differences in the education system related to gender differences in the Serbian transport sector?
- Are there gender differences in working conditions in transport companies in Serbia, including differences in salaries or opportunities for promotion?
- What are the corporate conditions in transport companies in Serbia and are they adapted to the needs of employed women and men as well as users of transport services?
- Do transport companies in Serbia, when designing internal policies, take into account the principles of gender equality?
- When designing and planning services, to what extent do transport companies in Serbia take the needs of women and men who are users of these services into account?
- What are the responsibilities and obligations of transport companies in terms of gender-sensitive changes in Human Resources department policy, while introducing structural changes and service improvements?

⁴ According to the Article 12 of the Gender Equality Law ("Official Gazette of RS" no. 104/2009), every employer is obliged to keep a record of the gender structure of employees and to make the data from those records available to the labour inspection and the body competent for gender equality.

⁵ According to the findings of the Time Use Survey in the Republic of Serbia, women spend on average almost twice as much time as men do on different unpaid household activities – about 4 hours versus slightly more than 2 hours. These unpaid household activities include: cooking, baking, preparing meals, cleaning and tidying up the home or apartment, yard work, laundry, ironing and sewing, repairing and renovating the apartment/house, managing the household, gardening, caring for pets, assisting other households, caring for their own minor children, caring for others, shopping and services (SORS, Time Use in the Republic of Serbia 2010-2015, Belgrade, 2016).

⁶ In the total number of those who have a car driving license in the Republic of Serbia share of women is 34% while share of men is 66% (Traffic Police Directorate database, 2019). In addition, data also indicate that 71 % of men and 35% of women aged 17 or older possess a car driving license (Traffic Police Directorate database, 2019; SORS, 2019).

The main aim of the analysis presented in this report is to attempt to answer the previously asked questions for selected transport service providers. This report has been prepared within the project.

"Gender Equality in Transport in Serbia", implemented by Dornier Consulting International and SeConS - Development Initiative Group for the benefit of the Ministry of Construction, Transport and Infrastructure and the Gender Equality Coordination Body of the Government of the Republic of Serbia. The project is supported by the World Bank. It is important to emphasize that the implementation of such a project is a pioneering endeavor and that its purpose is to provide relevant data related to gender aspects of traffic in Serbia, which would form the basis for evidence-based policy-making and provide guidelines for the development of a National Strategy for Transport Development in Serbia and the Action Plan for its implementation.

2. GENDER ASPECTS OF TRANSPORT SECTOR EMPLOYMENT AND SERVICES

The situation regarding gender aspects of employment and internal organization, as well as services provided by the selected enterprises and organizations, is influenced by broader contexts including characteristics and forms of gender inequalities in general and the specific situation in the transport sector. The extent to which individual organizations will develop gender relations different from the societal norms depends on the internal mechanisms and policies relevant for shaping gender equality.

2.1 GENDER INEQUALITIES IN SERBIA

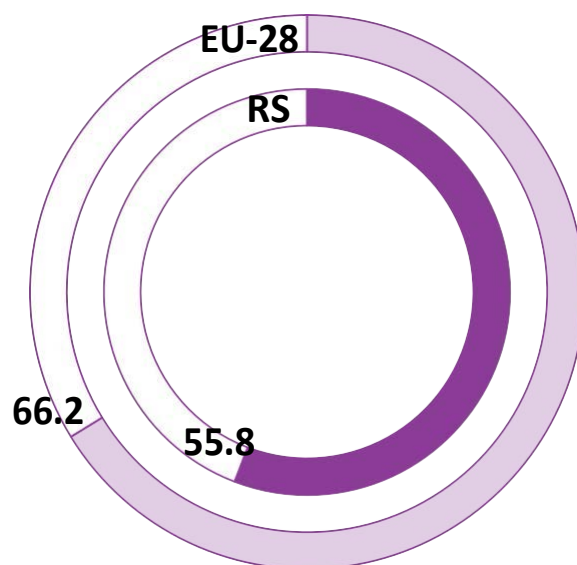
According to some influential approaches (Connell 1987), the structures of gender relations are established in the mutual interaction of work, power and emotional relations between genders. Division of work is gendered and influenced by both gender relations in the labour market and in the sphere of private division of unpaid household work. Power relations include the distribution of authority and control, hierarchy in the organization and in the interpersonal relations. Emotional relations shape specific patterns of relations intertwined with the organizational structures.

Gender relations in Serbia are still predominantly patriarchal. This means that gender structures and gender relations are shaped by norms and values attributing different responsibilities and roles to men and women. This normative background defines that it is more appropriate for men to engage in the public sphere (political, economic) and providing for the family, while women should select those roles related to reproduction – taking care of family and the household.

The Gender Equality Index constructed by the European Institute for Gender Equality (EIGE) measures gender inequalities in six main domains (work, money, power, knowledge, time and health) and two satellite domains (violence against women and intersectionality, i.e. inequalities manifested among specific, marginalized social groups). According to the Gender Equality Index for 2018⁷ measured on a scale 1- 100, gender equality in Serbia is at the level of 55.8, which indicates that still many aspects should be improved in order to bring about equal participation and position of men and women. Compared to the EU, gender inequalities are more present, and the areas of work and money play important roles in the persistence of gender inequalities.

⁷ Based on data for 2016.

Figure 1: Gender Equality Index Serbia (2016) and EU-28 (2015)



Source: SIPRU, Coordination Body for Gender Equality, SORS, 2018

Gender inequalities are still prominent in the labour market. According to the Serbian Labour Force Survey 2018 the employment rate of men is much higher than that of women (SORS 2019a). The differences in the unemployment rate are not big, but the reason for that is the higher inactivity rate of women. This means that, under the influence of social norms, women would be more likely than men to stop actively searching for a job, and instead become fully involved in housework and caring for family members. In that way, the inactivity rate of women increases, while the unemployment rate decreases.

Table 1: Basic Labour Market Indicators, Serbia, 2018

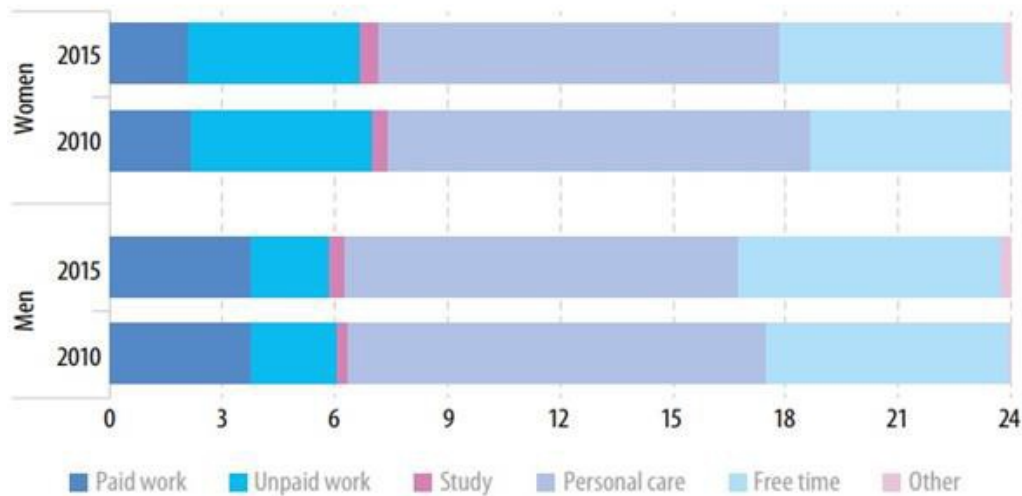
Labor market indicators	Total	Women	Men
Activity rate	55 %	47 %	63 %
Employment rate	48 %	40 %	55 %
Unemployment rate	13 %	14 %	12 %
Inactivity rate	46 %	53 %	37 %

Source: SORS, LFS data base ⁸

Data from the Time Use Survey show that women on average spend fewer hours daily in paid work, but more in unpaid, household work. They spend on average longer hours in total work performed during the day than men, when both paid and unpaid work are considered. This affects their free time, which is on average shorter than among men, indicating less opportunity to recuperate and to provide content important for life satisfaction and wellbeing.

⁸ Information available on the official website of the Statistical Office of the Republic of Serbia <http://publikacije.stat.gov.rs/G2019/Pdf/G20195646.pdf>

Figure 2: Average time spent on activities, population 15 years and more in 2010 and 2015 per gender in hours



Source: Average time spent on activities, population 15 years and more in 2010 and 2015 per gender in hours, SORS 2017/2018

2.2 GENDER ASPECTS OF EMPLOYMENT IN TRANSPORT SECTOR

Employment in the transport and storage sector in Serbia represents 5.3% of total employment, which is the same as the EU-28 average (also 5.3%). The share of employed in this sector in total employment is higher among men than women: 7.6% vs. 2.5% in Serbia and 7.4% vs. 2.4% in EU-28. Within the transport and storage sector in Serbia, 80 % of employed persons are men, 20 % women. This corresponds to the situation in EU-28, with a male: female ratio of 78:22 (Eurostat 2019, SORS 2019a).⁹ Gender segregation specialization is manifested in a range of dimensions, but mostly visible in the division of tasks, since drivers, engineers and managers are usually men, while most administrative officers are women.

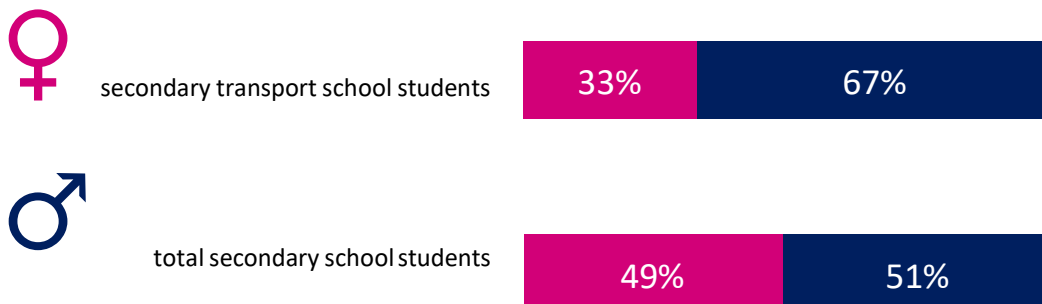
⁹ Data for the transport and storage sector are presented, so that we can compare the data with other EU countries, as data for the Transport Sector is not available at Eurostat. The storage sector in Serbia accounts for only 3% of the entire Transport and Storage Sector and has minimal impact on the results. We can assume that the situation is similar in the EU countries, but since we cannot verify this assumption, we have presented data for the entire Transport and Storage Sector.

**OUT OF ALL PERSONS EMPLOYED IN THE TRANSPORT SECTOR,
80% OF THEM ARE MEN AND 20% ARE WOMEN.**



Data on gender aspects of employment point to the transport sector as one of the key sectors contributing to the gender segregation specialization in the labour market. The roots of that segregation have their origin in the patterns of gender segregation established already in the education system. Data for 2017/2018 school year show that in secondary schools with education profiles focused on the field of transportation (vocational schools) two thirds of enrolled students are men.

Figure3: Students attending secondary education in transport schools and in total in 2017/2018 per gender, in %

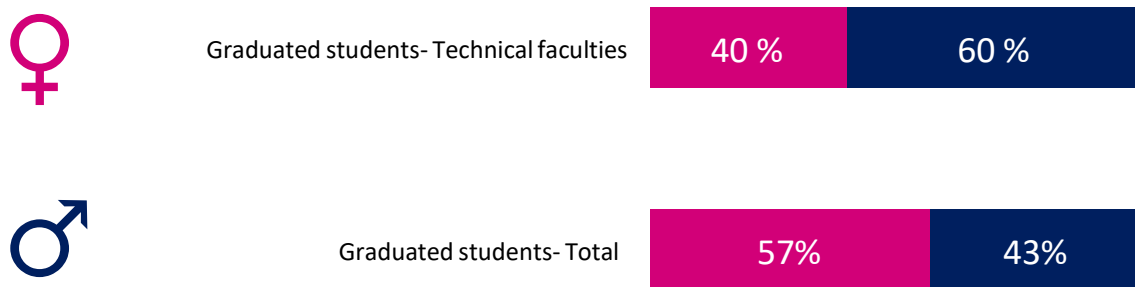


Source: SORS, Secondary education 2017/2018

Gender specialization continues at the level of tertiary education. Although among graduated students in 2017/2018 school years the majority were women, among graduates at the technical faculties in Serbia ¹⁰the majority are men.

¹⁰This category includes the following: the Faculty of Electrical Engineering in Belgrade, Faculty of Civil Engineering in Belgrade, Faculty of Mechanical Engineering in Belgrade, Faculty of Transport and Traffic Engineering in Belgrade, Faculty of Technology and Metallurgy in Belgrade, Faculty of Technical Sciences in Novi Sad, Faculty of Civil Engineering in Subotica, Mihailo Pupin Technical Faculty in Zrenjanin, Faculty of Technology at the University of Novi Sad, Faculty of Mechanical Engineering in Kraljevo, Technical Faculty in Cacak, Technical Faculty in Bor, Faculty of Electrical Engineering in Niš, Faculty of Civil Engineering and Architecture, Faculty of Mechanical Engineering in Niš, Faculty of Technology in Leskovac and Faculty of Engineering in Kragujevac

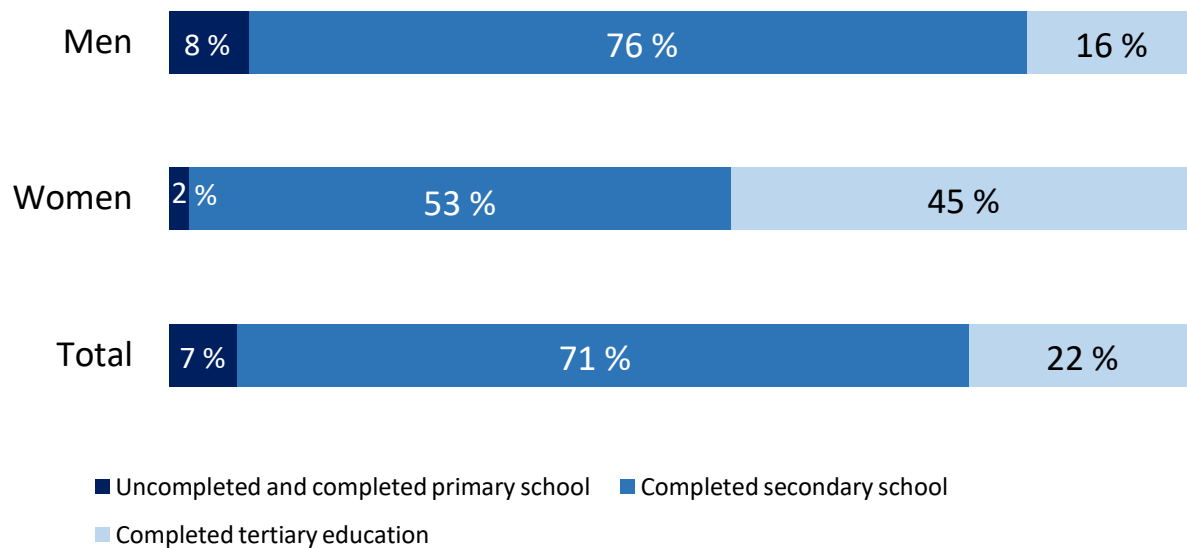
Figure 4: Graduated students in the 2017/2018 school year in Serbia, by gender – all faculties and technical faculties (in %)



Source: SORS, Tertiary education 2017/2018

There are differences in the education attainment levels of women and men employed in the transport sector. Among women employed in this sector there is much higher share of those with university education than among men.

Figure 5: Education of the labour force employed in the transport sector per gender in Serbia in 2018, in %



Source: SORS 2017/2018

The presented picture of different education profiles of men and women employed in transportation sector reflects the differences in occupational segregation.

The highest share of women is among professional experts¹¹(53.9%), while the share of women among

¹¹ According to ISCO-08 classification of occupations, this category includes only the positions that require a higher education level, which means that in the case of the transport sector almost all engineers are actually contained in this category, and not in the category “Engineers, professional associates and technicians”.

professional associates and technicians¹² are around one third (34.4%). The share of women in managerial positions is significantly lower in comparison to men (27.6% and 72.4%, respectively).

The importance of gender diversity in management boards has been demonstrated in many studies (e.g., McKinsey, 2018¹³; Maria del Carmen et al, 2019¹⁴; Krøtøl et al 2019¹⁵; Eastman, 2017¹⁶). A gender diversity culture requires at least 30% inclusion of women in management, senior leadership and on boards of directors¹⁷. Lack of gender diversity affects business performance. According to the findings derived from ILO research, enterprises with equal employment opportunity policies and gender-inclusive cultures are over 60% more likely to have improved profits and productivity, and they are almost 60% more likely to experience an enhanced reputation, greater ease in attracting and retaining talent, and greater creativity and innovation¹⁸ (see Table 2).

Table 2: Occupation of employees in the transport sector per gender in Serbia in 2018, in %

Occupation	Men	Women	Total
Managers	72.4 %	27.6 %	100 %
Professional experts and artists	46.1 %	53.9 %	100 %
Engineers, professional associates and technicians	65.6 %	34.4 %	100 %
Administrative officials	54.4 %	45.6 %	100 %
Service and trade assistants	64.5 %	35.5 %	100 %
Craftsmen and related occupations	97.5 %	2.5 %	100 %
Machine and plants operators, assemblers and drivers	98.5 %	1.5 %	100 %
Basic/simple occupations	77.8 %	22.2 %	100 %

Source: Labor Force Survey database for 2018, SORS 2019a

Gender differences in the transport sector appear also in the form of lower inclination of women to be self-employed than men and higher inclination to be employed in public enterprises. These gender differences are not specific for the sector, but are present in overall employment in Serbia. According to Labour Force Survey data for 2018, among men employed in the transport sector 14% were self-employed, while among women employed in this sector there were only 2% of self-employed. In 96% of cases women employed in this sector work as salaried workers, while among men the proportion is 85%. When it comes to the ownership profiles of companies, 58% of women employed in transport sector are employed in public companies, while majority of men employed in this sector (68%) works in private companies (SORS 2019a).

When it comes to conditions and rights acquired at the workplace (such as the right to a pension and disability insurance, health care insurance, paid sick leave and paid holidays), employees in the transport sector are in a somewhat better position than employees from other sectors. Most employees are entitled to pension insurance (94.6% in the transport sector, in comparison with 76% of employees from all other sectors). This right is to some extent more often denied to men employed in this sector than to women

¹² According to the ISCO-08 classification of occupations, the category “Engineers, professional associates and technicians “, includes only ships’ engineers and pilots.

¹³ McKinsey (2018). *Delivering through Diversity*, McKinsey&Company

¹⁴ Maria del Carmen et al. (2019). *Gender diversity in senior management, strategic change, and firm performance: Examining the mediating nature of strategic change in high tech firms*, Research Policy, 10.1016.

¹⁵ Krøtøl et al. (2019). *Weakening the glass ceiling: Does organizational growth reduce gender segregation in the upper tiers of Danish local government?* Public Management Review, vol. 21

¹⁶ Eastman, [M.T.](#) (2017). *Women on Boards: Progress Report 2017*, MSCl

¹⁷ ILO (2019). *The business case for change Executive summary*, ILO

¹⁸ *Ibid.*

(93.9% of men have a right to pension insurance, in comparison to 97.3% women). Additionally, this right is most often denied to drivers and plant operators. It is almost the same situation with health insurance, sick leave and vacations.

Most employees in the transport sector work on the basis of a formal contract - 96.4%, which is more than for employees in all other sectors (93%). A rather higher proportion of women employed in the transport sector have formal contracts - 98.5%, while there are 95.7% men formally under contract. In addition, both men and women work under contract for an indefinite period, women more often than men (82.3% in comparison to 78.8%). Under a fixed-term contract, 19.3% men are employed and 16.4% women. About 1% of employees in the transport sector are occasionally or seasonally employed.

On average, the employees in the transport sector have more work hours in comparison with the average work hours in all sectors (41 hours compared to 35 hours). Men employed in the transport sector on average work more hours during the week (42 hours) in comparison with women (36 hours). The differences in salaries reflect the differences in education profiles and occupational structure of men and women employed in this sector. According to the data from the 2018 Labour Force Survey, the average net salary of employees in the transport sector was 39,896 RSD, while the average salary in all sectors was up to 37,259 RSD. In the transport sector, as in all other sectors, there is a clear gender gap: men on average earn 40,281 RSD, while women earn on average 38,803 RSD. The data from the Labour Force Survey include earnings that have been achieved in both formal and informal employment. Nevertheless, according to the data on earnings collected by the Statistical Office of the Republic of Serbia, which includes data exclusively on formally employed workers for income for which taxes and contributions are fully paid, the picture is slightly different – women have higher incomes than men. The average gross salary of men is 55,803 RSD, while for women it is 59,859 RSD. It can be assumed that this discrepancy reflects the differences in the structure of employees by occupation: since women obtained higher qualifications, their positions are more often regulated by formal working contracts.

2.3 GENDERED PATTERNS OF MOBILITY AND USE OF TRANSPORT SERVICES

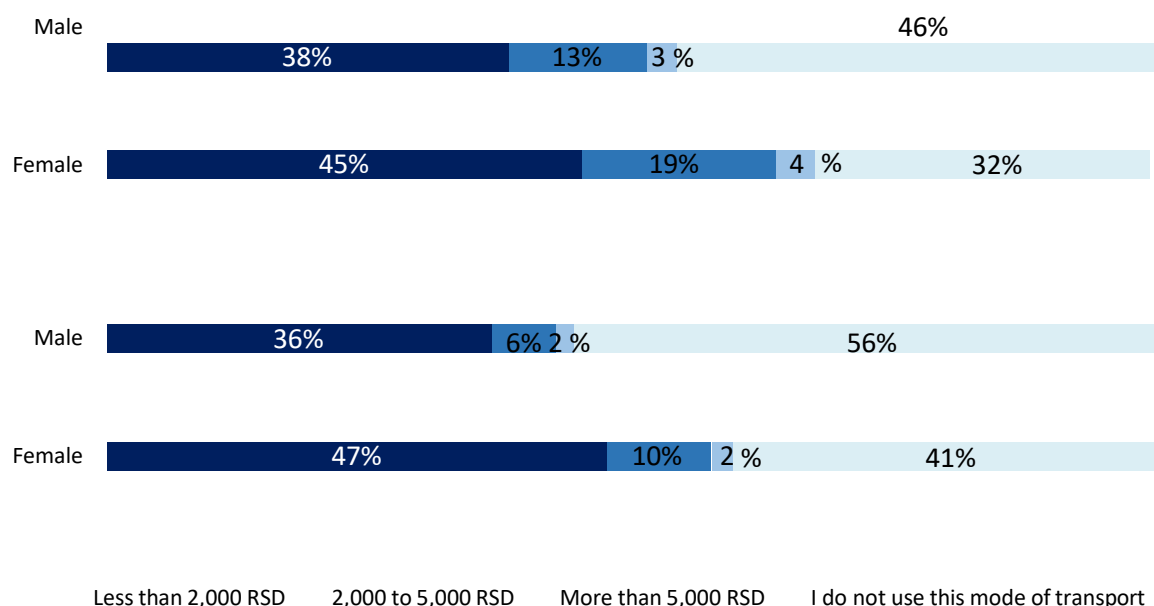
In this chapter diverse modes of transportation used by men and women and issues faced by these groups will be presented. Review of this analysis is important, since the data gathered on mobility patterns of men and women offers insights into the various needs of both men and women as users of transportation. The following analysis is based on data from the GETS user survey, conducted as a part of this project.

Women use public transportation more often than men. The bus as a means of public transport is used by women significantly more than men – **28% of women versus 18% of men use local bus transport 4 or more times per week.** Given that women more often use local buses, they also more often buy monthly passes (35% of women versus 22% of men). Women take taxis more often – **33% of women use taxis several times per month (and more), compared to 24% of men.** These differences are, from a statistical point of view, significant.

The most significant difference between men and women can be observed in the use of cars and motorcycles. While one fifth of women drive a car or motorcycle every day, the share of men car drivers is twice as high (44 %). Cycling as a transport option is also more popular among men than women. Two out of five of men (40 %) and 30 % of the women cycle at least once a week. In contrast, half of the women (51 %) and 36 % of men never cycle. Train is very rarely used by both men and women in Serbia. Only 6.6% of men and 7% of women use a train at least once per month.

As it can be seen from the previous findings, women more often use public transportation and therefore they **set aside more money for public transportation services.** For city public transportation expenses, 44.7% of women spend 2,000 RSD and less on monthly level, versus 37.8% men, and 19.1% of women and 13.0% of men spend between 2,000 and 5,000 RSD monthly. Women spend more money than men on taxi services too 47.0% of women and 36.2% of men spend 2,000 RSD or less monthly on taxi services. For monthly expenditure between 2,000 and 5,000 RSD the proportions are 9.9% for women and 6.1% men.

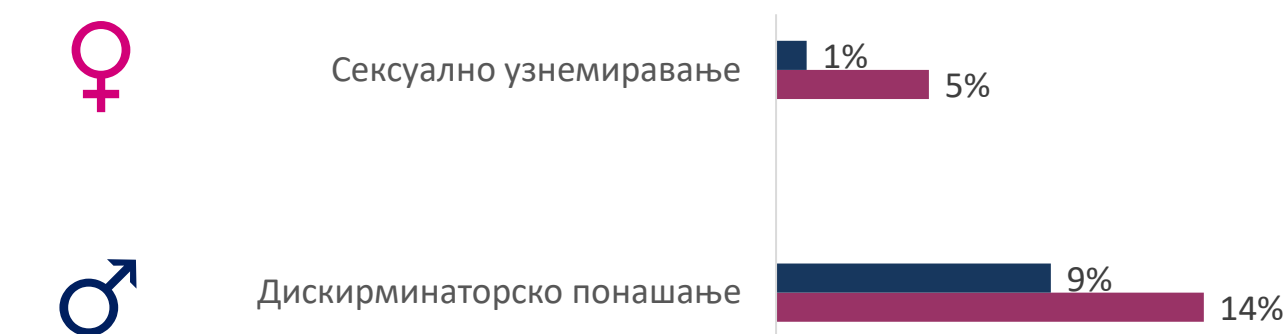
Figure 6: Monthly costs for city public transportation and taxis shown as per gender



Source: GETS survey

Serbian women are more often victims of sexual harassment¹⁹ and discrimination²⁰ than men. Experiences of sexual harassment in transport were reported by 5 % of the women and 1 % of the men.²¹ As expected, experiences with discrimination are more common than experiences with sexual harassment: 14 % of the female and 9 % of the male respondents stated that they have experienced perpetrated by drivers and conductors in public transportation and drivers of private vehicles.²²

Figure 7: Prevalence rate of sexual harassment and discrimination perpetrated by drivers and conductors in public transportation and drivers of private vehicles, by sex (n = 2400)



Source: GETS survey

As it can be seen, women are the main users of public transportation and it is important that they are recognized by all providers of these services as a significant group of the population, whose needs have to be taken into account. It is very important that public transportation service providers tailor their services to the needs of the group that uses their services the most.

¹⁹ “Sexual harassment includes such unwelcome sexually determined behavior as physical contact and advances, sexually colored remarks, showing pornography and sexual demands, whether by words or actions. Such conduct can be humiliating and may constitute a health and safety problem; it is discriminatory when the woman has reasonable ground to believe that her objection would disadvantage her in connection with her employment, including recruitment or promotion, or when it creates a hostile working environment”. (CEDAW, 2019; Article 11)

²⁰ “The terms ‘discrimination’ and ‘discriminatory treatment’ shall be used to designate any unwarranted discrimination or unequal treatment, that is to say, omission (exclusion, limitation or preferential treatment) in relation to individuals or groups, as well as members of their families or persons close to them, be it overt or covert, on the grounds of race, skin colour, ancestors, citizenship, national affiliation or ethnic origin, language, religious or political beliefs, gender, gender identity, sexual orientation, financial position, birth, genetic characteristics, health, disability, marital and family status, previous convictions, age, appearance, membership in political, trade union and other organisations and other real or presumed personal characteristics (hereinafter referred to as: personal characteristics)”. (The Law on the Prohibition of Discrimination, 2009: Article 2)

²¹ The prevalence of sexual harassment is based on statements of respondents that they experienced sexual harassment by a taxi driver, private driver, bus driver or conductor at least once.

²² The prevalence of experienced discrimination is based on statements of respondents that they experienced discrimination by a taxi driver, private driver, bus driver or conductor at least once.

2.4 RELEVANT NORMATIVE AND POLICY FRAMEWORK

Employment and working conditions in the companies and organizations presented in this report are regulated by a complex institutional framework, which is not possible to present fully within this report. Among a number of laws regulating different spheres of work in the transport sector, there are several key laws which define the conditions, rights and obligations of key stakeholders in the process of employment, at the workplace, and in regard to social rights based on employment status, safety and health at the workplace. The core framework is defined by the Law on Labour²³, Law on Employment and Unemployment Insurance²⁴, Law on Compulsory Social Insurance²⁵, and Law on Security and Protection at the Workplace²⁶, while some benefits related to parenthood and family are defined in the Law on Financial Support to Families with Children²⁷. In addition, of particular importance for this analysis is the Gender Equality Law²⁸, according to which companies are obligated to keep a record of the gender structure of employees and to make the data from those records available for inspection by the body responsible for gender equality.

The policy framework is shaped by several key policies: Overarching gender equality policies, employment and education policies as well as specific policies related to development and employment opportunities in the transport sector. Mechanisms and policies for gender equality have been developing during the last 15 years after the intensification of post-socialist reforms. When it comes to the mechanisms for mainstreaming gender equality in Serbia, the Coordination Body for Gender Equality has the most important role, as a body founded by the Government of the Republic of Serbia in order to consider all relevant issues and coordinate the work of the State administration bodies in relation to gender equality.²⁹ In addition, in the Ministry of Labour, Employment, Veteran and Social Affairs, there is a Department for antidiscrimination policy and the promotion of gender equality³⁰. Finally, it is very important to mention that CBGE works on strengthening the network of the representatives of all ministries (inter-ministry group), who are nominated by the ministers to deal with issues related to gender equality.

The main overarching policy framework for gender equality is shaped by the Gender Equality Strategy 2016-2020, operationalized through two action plans: 2016-2018 and 2019-2020. The evaluation of the Action Plan 2016-2018³¹ indicated partial effectiveness of activities and measures implemented with the aim to increase the employment of women and eliminate gender gaps in the labour market. The main reasons for less than full effectiveness was identified as insufficient financial and other resources allocated for this set of measures, fragmented interventions and gaps in the design of measures.

The new Action Plan 2019-2020³², which is still in the process of adoption, defines measures for achievement of equal responsibilities in parenting roles and financial security between men and women, as well as a set of measures related to the improvement of the position of women in the labour market, particularly those that belong to vulnerable social groups. However, the new Action Plan does not contain measures focused on the elimination of segregation in education which is one of the key root causes of segregation in the labour market, manifested, among other things, through unequal

²³ "Official Gazette" No. 95/2018

²⁴ "Official Gazette" No. 113/2017

²⁵ "Official Gazette" No. 4/2019

²⁶ "Official Gazette" No. 113/2017

²⁷ "Official Gazette" No. 50/2018

²⁸ "Official Gazette" No. 104/2009, Article 12

²⁹ <https://www.mgsi.gov.rs/en/coordination-body-gender-equality>

³⁰ <https://www.minrzs.gov.rs/sr/struktura/sektori/sektor-za-antidiskriminaciju-politiku-i-unapredjenje-rodne-ravnopravnosti>

³¹ Evaluation of the National Action Plan for the implementation of the Serbia National Strategy for Gender Equality, <https://eca.unwomen.org/en/digital-library/publications/2019/04/evaluation-of-the-national-action-plan-for-the-implementation-of-the-serbia-national-strategy-for-gender-equality>

³² Action Plan for the Implementation of the National Strategy for Gender Equality for the period 2019-2020, <https://www.rudnaravnopravnost.gov.rs/sites/default/files/2019-08/%D0%9D%D0%90%D0%9F%20%D0%A0%D0%A0%202019%202020%20%D1%82%D0%B5%D0%BA%D1%81%D1%82.pdf>



participation in the sector of transport as previously described.

The National Employment Strategy (2011–2020)³³ contains measures to achieve equal opportunities for women and men in the labour market. It includes measures for encouraging entrepreneurship, self-employment and employment of women. The Strategy also provides measures to improve mechanisms to eliminate discrimination against women in employment and at work, as well as special measures for women at risk of multiple discrimination (Roma women, women from forced migrant groups, victims of violence, etc.). The increase in women's activity and employment rates is defined by the Strategy as one of the indicators of success in its implementation. However, no measures are defined to address the elimination of segregation according to sectors and occupations.

The Strategy for the Development of Education in Serbia until 2020³⁴ is concerned with the reform of the education system. It is focused on the system and not on its effects on the population, including in terms of gender. The Strategy does not recognize the role of the education system in achieving gender equality, nor are its measures defined in that direction. Designed in this manner, the Strategy has no potential to address the issue of gender segregation in education.

Development of the transport sector, which is key for employment opportunities and availability and quality of services provided to population, including gender-specific needs, was shaped by the Strategy for the Development of Transport which expired in 2015. Presently, the process of developing a new strategic framework is ongoing, and this report will contribute to the situation analysis and identification priorities and measures needed to further develop the sector in a gender-responsive and responsible manner.

³³ http://www.nsz.gov.rs/live/digitalAssets/0/302_nacionalna_strategija_zaposljavanja_2011-2020.pdf
³⁴ <http://www.mprn.gov.rs/wp-content/uploads/2015/08/STRATEGIJA-OBRAZOVANJA.pdf>



3. GENDER ASSESSMENT OF THE SELECTED TRANSPORT SERVICE PROVIDERS

The gender assessment of service providers is defined by ToR in order to provide more insights into gender equality in this sector. The gender assessments of the four selected companies/organizations in the transport sector were conducted by applying a methodology partly based on gender audit developed by the International Labour Organisation (ILO). Gender audit was combined with case-study methods in order to provide a comprehensive and objective picture on the situation through triangulation of data. The following two sections briefly explain gender audit methodology as well as its operationalization in the four case studies.

3.1 GENDER AUDIT METHODOLOGY

Gender assessment methodology implemented in this research was based on the ILO participatory gender audit methodology (PGA). Contrary to the standard research methodologies where respondents only provide information to researchers, this methodology promotes organizational learning on mainstreaming gender and places research participants as change agents and not mere information providers.

'The overall aim of a gender audit is to promote organisational learning on how to implement gender mainstreaming effectively in policies, programs and structures and assess the extent to which policies have been institutionalized at the level of the organisation, work unit and individual'.

ILO, A Manual for Gender Audit Facilitators

The objectives of PGA are to:

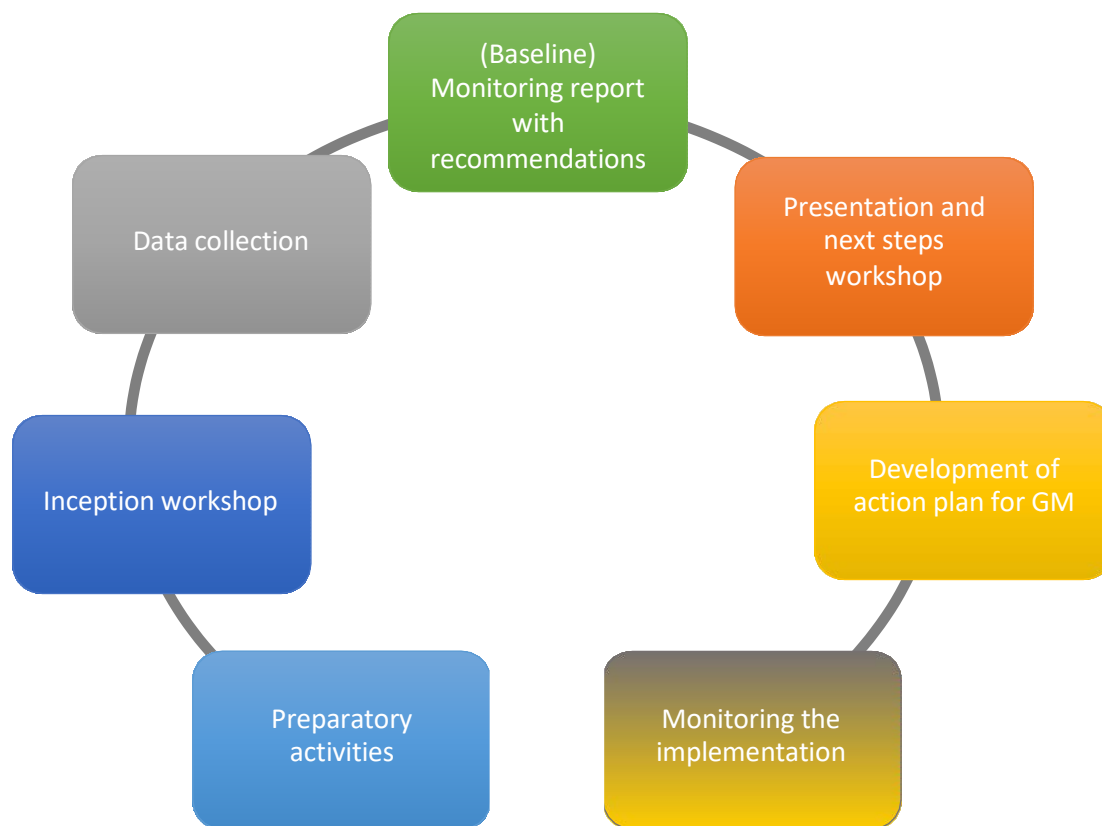
- To provide a comprehensive baseline regarding gender relations, internally (within the organisation) and externally (in service provided to the community), identifying gender gaps and challenges for gender equality and providing recommendations for an action plan;
- To provide understanding of the extent to which gender mainstreaming has been internalized and acted upon by staff;
- To assess the extent of gender mainstreaming in terms of the development and delivery of gender-sensitive products and services;
- To identify and share information on mechanisms, practices and attitudes that have made a positive contribution to mainstreaming gender in an organization;
- To assess the level of resources allocated and spent on gender mainstreaming and gender activities;
- To examine the extent to which human resources policies are gender-sensitive;
- To examine the staff gender balance at different levels of an organization;
- To measure progress in implementing action plans on gender mainstreaming and recommend revisions as needed;
- To identify room for improvement and suggest possible strategies to better implement the action plan.

Ideally, gender audits consist of seven stages:

- 1) Preparatory activities: establishment of audit team, appointing coordinating persons, work planning and preparation of audit instruments, desk review of materials collected.
- 2) Beginning of the audit: introductory meetings with director and unit managers, workshop with entire work unit/organization.

- 3) Data collection: quantitative data (number and structure of employees, salaries, other resources distribution), qualitative data (procedures, practices, perceptions, attitudes, experiences) through content analysis, interviews.
- 4) Analysis and preparation of report with recommendations.
- 5) Presentation workshop and decision on next steps.
- 6) Development of action plan for gender mainstreaming.
- 7) Monitoring process of implementation of action plan

Figure 8: The process of gender audit



Source: reconstructed from ILO Participatory Gender Audit Manual 2012

Basically, this initial assessment could be the introduction to a more thorough assessment and comprehensive gender participatory audit that will lead to systematic equal opportunities policies development in the selected companies. More details about implementation methodology are presented in the following section.

3.1.1 RESEARCH METHODS AND DATA SOURCES

In order to conduct a comprehensive assessment, the case study method was used as a key research method. This method is very useful for in-depth analysis, and its key advantage is a holistic approach, with a tendency to observe the specific case as a unit of the analysis, and also to provide an insight into the specific characteristics of the selected case, which can only be achieved by combining different data sources (Bogdanovic 1993, p. 85).

Since the case study method requires use of data collected through applying different research techniques, the project team used both quantitative and qualitative data. As a first step, the team conducted a desk research. This process included gaining and reviewing all the information on the selected transport service providers which was publicly available (for example, reviewing the official web sites). In addition, different statistical data were collected from the companies using the questionnaire prepared and sent to the selected transport service providers by the project team (Annex 5.3). Finally, each service provider was invited to deliver additional documentation (publications, reports, statistics, etc.) that could be relevant for the analysis, and that might not be publicly available.

In order to gain more insights into the current state of the selected transport service providers regarding the internal gender differences and integration of gender equality principles in the company policies, additional qualitative data was collected through the following steps:

1. **Initial discussion/meeting** – representatives of the team implementing the project organized the initial discussion with the management and HR representatives of each of the selected transport service providers. These discussions were very significant because their purpose was not only to gather relevant information, but also to ensure the commitment of the senior management throughout all phases of the process.
2. **Interviews with the employees** – after the initial discussion/workshop with management representatives, in each of the selected transport service providers several interviews with selected employees were conducted. At the implementing team's suggestion, selection of these employees was based on three criteria – gender, position in the company and level of education. Using the guides prepared and adjusted for different units of the analysis, the team implementing the project tried to reveal different aspects of the position and needs of male and female employees who participated in the interviews, such as: working conditions, possibilities and procedures of employment and promotion in the company, corporate conditions, feeling of personal security, etc. The list of the interviewees from each company included in the analysis is provided in Annex 5.2.

3.1.2 LIMITATIONS AND MITIGATION STRATEGIES

While conducting a gender assessment, certain limitations have emerged in selected companies, which should be kept in mind when taking into consideration key findings. The project implementation team attempted to develop appropriate strategies to adequately respond to emerging risks and to ensure that no significant deviations from the initial research plan occurred.

- One of the key challenges was to **access the selected companies/units of the analysis**. To ensure that the companies agreed to cooperate throughout the process, a letter, approved by MCTI and CBGE, was sent to each of the selected companies, containing all relevant process information. In addition, the team implementing the project sought to be as participatory as possible in each of the individual phases. Not only were the companies involved in the organisation and implementation of the research, but their role was to validate the key findings in order to avoid misinterpretation of the collected data.
- Despite the very active approach of the project team, as well as the contacting of companies by MCTI and CBGE, **the response of the companies was different**, which was best reflected in the amount of relevant data and documents provided by the companies, as well as by the number of interviewees in the interviews by the companies provided. Nevertheless, the project team sought to shed light on all the important aspects for which it was possible, especially for which sufficient data was collected.
- Finally, with all the advantages of the case study method, its limitation is that the **findings cannot be generalized**. However, presenting the selected cases as separate entities and highlighting their specificities.

3.1.3 ETHNICAL CONSIDERATIONS

Observing the highest ethical standards in research was one of the fundamental principles on which gender assessment of the selected service providers was based. The team implementing the project guaranteed to all research participants complete anonymity and confidentiality of all received information. This is particularly related to the interview participants. At the beginning of each interview with employees, the interviewers provided relevant information on the purpose of data collection and emphasized that all data will be stored and analysed properly and will not be misused in any way. All participants were guaranteed that their names would not be disclosed in any document, nor any other data which could reveal their identity. In addition, it was emphasized that participation of the respondents is fully on a voluntary bases and that each participant could refuse to answer any question that makes him/her feel uncomfortable or even stop the interview. Even though all stated information related to the protection of the respondents were presented orally to the interview participants, it was necessary that every participant provide informed consent in written form. This means that each participant was obliged to read and, if he/she was willing to, sign two copies of the document prepared by the project team (one for the respondent and one for the records of the project team, see Annex 5.3).

3.2 CASE STUDIES

Selection of the transport service providers that would be observed was one of the most important steps in this process. On the recommendation of the Ministry of Construction, Transport and Infrastructure of the Republic of Serbia (MCTI) and the Coordination Body for Gender Equality (CBGE), four transport service providers were selected as units of the analysis:

1. Srbija Voz as a state-owned railway company,
2. Taxi Chamber of Commerce,
3. Public Utility Company – Belgrade City Transport
4. Lasta, as a company providing inter-cities transport services.

While selecting particularly these companies/units for the analysis, several criteria were taken into account, such as type of transport services (railway, taxi, busses), ownership of the transport providers (state-owned or private) and the geographic area in which services are provided (one city or the whole of Serbia).

The following chapters represent the analysis for each of the selected cases that consists of two main parts. The first part provides an overview of key information on the company/unit (a brief company profile), key findings, contextual factors influencing the internal organization and service provision, and key recommendations about the company's employment policy and ways to improve its infrastructure and quality of service. The second part of each case study provides a narrative description and more detailed presentation of some of the key findings or most interesting aspects of the analysis.

3.2.1 SRBIJA VOZ



ORGANISATION PROFILE ³⁵	
Name of service provider	Joint Stock Company for Passenger Railway Transport “Srbija Voz “
Year of establishment	2015
Information about service provider	<ul style="list-style-type: none"> ➤ The main activity of the company is rail, long distance and regional passenger transport³⁶ ➤ The organisational parts of the company are regulated by the Rulebook on the Organisation and Systematization of the operations of the Joint Stock Company for the Railway Transport of Passengers Srbija Voz³⁷
Number of employees³⁸	Total 2236
	Men 1659 (74.2%)
	Women 577 (25.8%)
KEY FINDINGS	
Employment and intra-organisational aspects	Service provision aspects
<ul style="list-style-type: none"> • The company employs a predominantly male labour force. There are only 25.8% women among employees. • Women are represented at management position proportionally to their participation among employees. Their share among managers is 27.8%. • Gender segregation is present in the occupational structure: majority of women are employed in the Sector for transport and commercial activities (57.7%) • Women are majority of employees in departments such as Information and Communications Technologies-ICT Department (70.8%), Department for finances, accountant activities, planning (76.1%) and Department for legal issues and human resources (72.35%).³⁹ 	<ul style="list-style-type: none"> • Customer satisfaction survey is regularly implemented by the company, but results of this survey are not sorted by gender • Company infrastructure and some of the company-owned vehicles are not accessible for persons with disabilities. • Hygiene is poor in trains, specific hygiene needs of women are not taken into account when designing hygiene infrastructure. • There are no separate facilities, such as toilets, locker rooms and showers for female and male employees.

³⁵ During the collection of data for gender analysis, 8 interviews were conducted with the employees of the company Srbija Voz, 4 of them with women and 4 with men from different positions within the company. Before interviews, an analysis of key documents regulating the work of the company (reports from the official site of the company, rulebooks, etc.), as well as analysis and internal documents regulating the procedures and methods of work, was conducted in order to determine the existing level and opportunities to improve the gender perspective within the company.

³⁶ Information Booklet “Srbija voz” JSC, July 2019, page 3

³⁷ Information Booklet “Srbija voz” JSC, July 2019, page 5

³⁸ “Srbija Voz” evidence for 2019

³⁹ “Srbija Voz” evidence for 2019.

- Based on the information provided by Srbija Voz **there is no gender pay gap** among men and women employed at the same positions and same jobs.
- **Lack of comprehensive gender disaggregated data** from company administrative evidences.
- Some forms of **gender equality training are provided to employees** working in human resource office and managers with the aim to promote the employment of women and career development among employed women.
- **Activities related to gender equality are presently performed by Commissioner for Ethics**, although it is not in the mandate of this office as defined by the internal regulations.
- **The Working group for preparation of Code of Equal Opportunities has been established in the company**, in which are representatives of all organisational units.
- **The company has implemented the survey on the position of women in the company** on the initiative of the The Community of European Railway and Infrastructure Companies (CER).
- However, **there are no specific measures** regarding the reconciliation of work and family.
- **Gender mainstreaming is not implemented fully** in the key company policies and regulations.
- **A Code of Ethics has been drafted** to deal with gender issues by the Ethics Commissioner some departments majority of employees are men, such as Train Traction Sector and Procurement and Warehousing Sector.
- **In some departments majority of employees are men**, such as the Train Traction Sector and Procurement and Warehousing Sector.

Contextual factors influencing internal organisation and provision of services

- There are currently **no policy incentives for increasing the number of female** work force in the sectors traditionally employing majority of male work force.
- **Cooperation with national gender equality mechanisms is not sufficiently developed**, although they **have developed cooperation with international organisations**, such as Platform for Change - European Commission, Community of European Railways (CER).
- **The cooperation with civil society organisations** focused on gender equality and women's organisations is not developed.

Infrastructure recommendations	Employment policy recommendations
<ul style="list-style-type: none"> • Improvement of hygiene in toilets in trains, taking care of specific women’s needs. • Providing separate facilities (toilets, locker rooms, showers) for female and male employees. • Provide accessibility for persons with disabilities to all of the company-owned vehicles. 	<ul style="list-style-type: none"> • Develop and adopt an action plan for the promotion of gender equality in the company. • Establish cooperation with institutional mechanisms for gender equality. • Establish gender sensitive administrative data in the company. • Introduce gender sensitive language in official documents of the company. • Share the example of Srbija Voz as good practice in investing efforts in gender mainstreaming with other similar companies, support replication in other companies. • Development of cooperation with engineering faculties and vocational schools in order to build female talent pools, for their future recruitment.

“Srbija Voz” company was founded in 2015 by the Decision on the Establishment of Joint Stock Company for Railway Passenger Transport, after the “Serbian Railways” company was divided.⁴⁰ The decision on the division of “Serbian Railways” was made by the Government of the Republic of Serbia, and new joint stock companies were founded – “Serbian Railway Infrastructure”, “Srbija Voz” and “Serbia Cargo”⁴¹ The main activities of the company include railway transport of passengers between two towns, across long distances, railway transport of passengers in a single region, transport of passengers by railway sleeping car or dining car, all being an integral part of the carrier’s business.⁴² According to the most recent records from June 2019, “Srbija Voz” employs 2236 people, of whom 1659 (or 74.2%) are men, while only 577 (or 25.8%) are women.⁴³

Company departments are organized in keeping with the Rulebook on the organization and job classification of the Joint Stock Company for Railway Transport of Passengers “Srbija Voz”⁴⁴ In its organizational structure, the Division for Legal Affairs and Human Resources is responsible for tasks related to establishing and proposing human resources policy, performing tasks related to labour law pursuant to the Labour Law and other legal regulations, as well as tasks related to safety and protection of employees.⁴⁵

In addition to basic regulations and laws, Joint Stock Company “Srbija Voz” in its operations also applies some laws which have a gender component, such as the Gender Equality Law, the Anti-Discrimination Law, the Law on the Prevention of Abuse in the Workplace and the Discrimination against People with Disabilities Law as well.⁴⁶ Monitoring the implementation of these laws is not systematically prescribed as the responsibility of a particular person or department in the company, and therefore, in practice, the Ethics Commissioner is responsible for this area. In order to ensure the implementation of these laws, a survey of employees is conducted once a year about the implementation of the principle of gender

⁴⁰ Information available on the official website of “Srbija voz” JSC http://www.srbvoz.rs/odluka_o_osnivanju_srbija_voza.pdf

⁴¹ “Official Gazette” 2016

⁴² Information Booklet “Srbija voz” JSC, July 2019, page 30

⁴³ “Srbija Voz” evidence for 2019.

⁴⁴ Information Booklet “Srbija voz” JSC, July 2019, page 5

⁴⁵ Information Booklet “Srbija voz” JSC, July 2019, page 18

⁴⁶ Information Booklet “Srbija voz” JSC, July

2019, page 37

equality. In line with the findings, a Code of Equality is being developed, with recommendations on improving the implementation of existing laws.

Due to the fact that the company "Srbija Voz" started operating independently relatively recently, a new job classification has been introduced. The new classification did not create any new jobs, as the employment ban in the public sector is still in force. The plan for optimization of the number of employees in the company foresees the reduction of the number of employees in "Srbija Voz" in the period from 2016 to 2020.⁴⁷ However, employees say that, in order to express the need for opening a new job position, it is necessary for "Srbija Voz" to first obtain the consent of the competent Commission of the Government of the Republic of Serbia for filling vacancies. The recruitment process for new employees of "Srbija Voz" is based on candidates' applications, and they submit their documents at their own initiative throughout the year, especially for skilled positions. After that, candidates are interviewed and they are hired only when a need for additional workers is identified. When the selection of candidates is completed and the need for new workers arises, candidates sign a fixed-term employment contract. Employees may keep this status for a maximum of two years, and need to pass the professional exam in the meantime, in order to sign a permanent employment contract. Working conditions are defined on the basis of the Collective Agreement, which is the same for all, regardless of their position within the company. It is important to note that the position of the Ethics Commissioner was established in 2015, with the new job classification. The core responsibilities of the Ethics Commissioner include drafting the Ethics Code, monitoring the implementation of the Code and, based on feedback, proposing amendments, initiating proceedings for breaches of duty and preparing a monthly Information Booklet.⁴⁸

There is a significant disproportion in the number of employed women and men in "Srbija Voz", and this is primarily the result of the fact that more men choose training for these occupations, such as drivers, car mechanics or conductors. Consequently, significantly fewer women apply for jobs, especially in operational positions (such as train drivers), even though employees state that there is no significant difference regarding the treatment of women in these positions.

"Women are well received and their male colleagues treat them protectively."

Representative of management in Srbija Voz

Employees who are members of committees for admission of new job candidates state that when hiring new candidates, admission decisions are not made based on their gender. The things that they look at for operational positions is the high school scores, health status and a general impression of the candidate. It is interesting to note that more women applied than ever before for the last several job openings for the position of drivers. All women were accepted for these jobs, they fulfilled all the requirements and had better testing results compared to other candidates. However, only 5 women are employed as train drivers in the company, out of 482 drivers. A similar proportion of conductors are women (10%, or 39 female conductors).⁴⁹

"People throw themselves under the trains, the females may be more sensitive, they can't stand it."

Driver employed in Srbija Voz

The working conditions for employees in "Srbija Voz" depend on their positions. Employees in operational positions often face situations which require to work additional hours. The contractually defined remuneration is then paid regularly, which is not the case for employees in management positions.

⁴⁷ Decision of the Assembly "Srbija voz" JSC. (2016). "Official Gazette" 10-4/2016-177-48, page 16

⁴⁸ Information Booklet "Srbija voz" JSC, July 2019, page 8

⁴⁹ "Srbija Voz" evidence for 2019.

Directors of departments and management staff do not have “incentives” for working overtime. The situation is the same with night shifts, weekends and holidays. Given that fewer women are employed in these positions, they also have less access to bonuses and incentives. The infrastructure problems “Srbija Voz” faces are related to lack of hygiene in toilets, both on company owned trains and at stations. There are no separate male and female toilets on trains, which women perceive as problematic. Also, company-owned facilities are not adapted for people with a disability. “Srbija Voz” will in the coming period obtain additional mentoring support from SeConS as a partner at the project, to finalize the Action Plan.

3.2.2 CONTRACTUAL TAXI CHAMBER OF COMMERCE OF SERBIA



ORGANISATION PROFILE	
Name of service provider	Taxi Chamber of Commerce of Serbia
Year of establishment	2015
Information about service provider	<ul style="list-style-type: none"> ➤ The Taxi Chamber of Commerce of Serbia is an organisation bringing together entrepreneurs and other legal entities from across Serbia with the aim of protecting their rights as entrepreneurs. ➤ Membership in the Chamber is voluntary with a monthly fee paid by all members. ➤ The Taxi Chamber of Commerce of Serbia is one of the members of the Serbian Chamber of Commerce.
Number of male/female members⁵⁰	Total 1400
	Men 1389 (99.2%)
	Women 11 (0.8%)
KEY FINDINGS	
Employment and intra-organizational aspects	Service provision aspects
<ul style="list-style-type: none"> • Prominent gender imbalance with only 0.4% of women among active taxi drivers in Belgrade and dominance of men with 99.6%.⁵¹ • Internal evidences are not gender sensitive, lack of gender disaggregated data. • Gender equality is not mainstreamed in the Statute of the organization. • Rights and obligations of members regulated by the Code of Conduct of the Taxi Association which is not gender mainstreamed. • Important motives to work as taxi drivers for women are independence, autonomy, flexible working hours. • The issue of safety is one of the main challenges: there are no safety tools such as cameras, panic buttons, etc. • The issue of safety is manifested differently for women drivers than for men, since women are more likely to feel unsafe during working night shifts 	<ul style="list-style-type: none"> • Neither the Taxi Chamber, nor Taxi Associations keep records about the number of complaints by customers. Gender specific complains are, therefore, unknown. • Perception is that female taxi customers feel less safe than men. • Taxi vehicles are not equipped with child seats which undermines the safety of children and becomes particular concern of women who are most frequently main carer of little children. • Taxi vehicles are not adapted for people with disabilities, and the law does not require them to provide this at any rate which undermines the safety and comfort of both women and men with disabilities.

⁵⁰ Data collected through interviews with Taxi Chamber management

⁵¹ Information available on the official website of Department of Public Transportation of City of Belgrade

<http://www.bgprevoz.rs/taksi>

- **Women are considerably less likely to work during night shift due to the higher safety risks.** Consequently, they omit to work during hours when earnings are higher due to the higher price of rides (by 27%).
- **The use of taxi services outside the radio network system is directly linked to increased safety risks** for all but especially to women taxi drivers.
- Female, but also male taxi drivers reported **experiences of sexual harassment.**
- **The issue of the lack of portable toilets** is a particular difficulty for women doing this job.

Contextual factors influencing internal organisation and provision of services

- **There are no institutional incentives** (greater rights and benefits) for increasing the number of female taxi drivers.
- Many **unregistered drivers directly affect the status and credibility** of the taxi profession (safety and reliability).
- **The absence of regulations** to support the installation of cameras and improve safety and security in taxi vehicles.
- Existence of **stereotypes about the profession**, such as: taxi drivers do not need an education and only work out of necessity.
- **Existence of gender stereotypes about women not being as good drivers as men.**
- **The customers' lack of knowledge** of their rights when using taxi services.

Infrastructure recommendations

- Establishing cooperation with Law Enforcement in order to provide legislative framework for installing cameras in vehicles, **in order to increase the safety of both taxi drivers and taxi users.**
- Cooperation with local Law Enforcement in order to equip taxi vehicles with panic buttons, **for improving safety of taxi drivers.**
- Public display of rights and obligations **of both the driver and taxi user.**
- **Improvement of hygiene at taxi stations** (introduction of toilets separately for men and women).
- **Increasing the number of vehicles adapted for people with a disability and parents with children.**

Employment policy recommendations

- **Promoting Code "95"**, as a channel for women to enter this profession.⁵²
- **Recognizing the role** that taxi drivers have in the public transport system and defining their role with appropriate incentive measures.
- **Introducing a code of conduct** for taxi drivers that is gender sensitive.
- Establishing a **system for keeping records** about members, disaggregated by gender.
- Establishing a system for **keeping records on received complaints**, gender sensitive.
- Introducing training to **improve taxi drivers' skills and knowledge required for providing good quality service**, including the knowledge on gender equality and gender sensitive services.

⁵² "Code 95" is the harmonised, structured way EU Member States confirm that the training obligations have been fulfilled. The code has to be mutually recognised throughout the Union.

The Contractual Taxi Chamber of Commerce (hereinafter: The Chamber) is an organization bringing together taxi drivers from all Associations. It was founded in 2016 with the aim of improving the quality of the profession. The Chamber does not outrank the Taxi Association, but is an organization that promotes the rights of taxi drivers. Membership in the Chamber is voluntary and the monthly fee for membership is very low and accessible: RSD 250. The Taxi Chamber is a member of the Serbian Chamber of Commerce.⁵³ In order to establish a Contractual Chamber of Commerce it is necessary to gather a minimum of 100 business entities, from a particular territory or from a particular industry, for pursuing a common business interest.⁵⁴ The Taxi Chamber currently has 1400 members, out of which only 11 are female.⁵⁵

In addition to being members of the Chamber, taxi drivers may also be members of one of a number of taxi associations. Taxi drivers operate by being members of one of the registered taxi associations, to which they pay a monthly fee. The monthly fee is the compensation for acquiring customers through the Association. Each Association has its own rules of conduct, which taxi drivers are obligated to comply with. These rules of conduct are not gender sensitive. According to the list of active taxi drivers in Belgrade, out of the 6674 drivers, currently, 28 are female.⁵⁶

Taxi drivers choose to join the Chamber because they support and share the principles that the Chamber stands for. The Chamber tries to solve the biggest problems related to illegal drivers and the rights of small taxi proprietors. The Chamber is an organisation focusing on taxi drivers as registered entrepreneurs and is committed to respecting and improving their rights.

Based on discussions with Chamber representatives, it can be concluded that economic motives (earnings) are the main, but not the only reasons why people choose to work in this business. An important motive is the "sense of freedom", more flexibility in organising their working and leisure time, as well as the absence of a direct boss who controls the pace and volume of work.

"The sense of freedom while doing this job is incomparable with anything."

Male taxi driver

Workday organisation and the economic advantage of allocating earnings according to one's own needs are key advantages and motives for choosing to work as a taxi driver. Women employed as taxi drivers particularly value the independence, autonomy at work and flexible hours, having in mind that rigid working hours can make it difficult to reconcile work and family care, which is as elsewhere still mainly an obligation of women.

The requirements for obtaining a taxi license are the same for everyone and the procedures and waiting times for a license depend only on current needs and system procedures. However, the procedures are gender biased. Prior to introduction of Code 95 the necessary precondition to get the taxi driver license was to complete the specific education profile within the secondary transport school. Due to the prominent gender segregation in education which was earlier demonstrated, women were rarely enrolled in such schools, and could not get the adequate diploma that makes them eligible to apply for a taxi driver license. With introduction of Code 95 this obstacle was removed, but still there are other challenges that are related to the lower participation of women in this profession. These procedures mentioned above are not particularly gender sensitive, but they allow for women to enter this profession more easily.

⁵³ Information available on the official website of Chamber of Commerce and Industry of Serbia <https://www.strana.taksj-clanovi.rs/>

⁵⁴ Article 6 of the LAW ON CHAMBERS OF COMMERCE "Official Gazette of RS", no. 112/2015

⁵⁵ Data collected through interviews with Taxi Chamber management

⁵⁶ List of active taxi drivers, available at: <http://www.bgprevoz.rs/taksj>

A taxi licence can be obtained by anyone who holds the title of driver (third, fourth or fifth degree of education), has had a category B driving licence for at least seven years, and at least five years' work experience as a driver.⁵⁷ In the new amendments to the Law on Transportation of Passengers in Road Traffic of 2019, the requirements for being a driver have become much more liberal. By passing the examination for a Code 95 Certificate, one is automatically qualified as a driver. Interestingly, this certificate also indicates that a person already has working experience in this area, as the law states that a driver who holds a qualification card, a driving licence with Code 95 or a certificate of professional competence for performing the job of a professional driver shall be considered qualified as a professional driver and have work experience as a motor vehicle driver of at least five years⁵⁸. This channel can be a mode for increasing the number of women who could become drivers. Passing the professional exam is a prerequisite for obtaining a taxi licence. The exam covers familiarity with the city, knowledge of the law required for taxi transport, as well as knowledge of a foreign language⁵⁹.

One of the requirements for becoming a taxi driver is owning a car. Data from research on general population indicate that women are less frequently owners of vehicles than men. Therefore, this could represent an important obstacle for many women to choose this profession. According to the list of active taxi drivers there is a gender imbalance with only 0.4% of women among active taxi drivers.

Taxi vehicles do not have child seats, which might particularly affect women customers as they are still primary caregivers of children according to various survey data, and particularly small children.⁶⁰ The absence of a child seat can undermine the safety of children and make it difficult for parents to provide safe and smooth transport (i.e. carrying child, bags, baby carriage). Also, taxi vehicles are not adapted for people with a disability, but are not legally obligated to be. This is confirmed by the fact that during vehicle assessment, the criteria for vehicle classification do not take into consideration the equipment and suitability of vehicles for persons with a disability or children, and therefore taxi drivers are not legally obligated to adapt their vehicles for persons with special needs or small children⁶¹

When it comes to financial support for drivers in cases of the birth of a child, illness or death of a family member, they face the same issues as any other self-employed entrepreneurs. As other self-employed entrepreneurs, taxi drivers have less support from banks for taking out loans which results in other types of problems, such as the inability to solve housing problems or buy a new car. Men are more likely to generate more income, since they do not hesitate to work night shifts, while women have safety issues in that regard.

Each taxi association has its own rules of conduct, which propose sanctions in cases of non-compliance that are not gender sensitive or gender mainstreamed. Some associations implement rules more rigorously than others. The Decision on Taxi Transport clearly defines the obligations of a taxi driver and there are fines imposed for not complying with obligations.⁶² Also, users can report a taxi driver at any time if they feel that they were caused harm or loss or in case any unpleasant situations occur. Taxi drivers believe that users do not sufficiently exercise their rights, and that the quality of the profession would be significantly improved if they did.

On average, taxi drivers have to work 8-12 hours a day to be able to cover their costs. They try to work during the busiest part of the day when people commute to and from work. To earn more, they work on weekends or at night when rides cost 27% more.

⁵⁷ Rulebook on the Program and Method of Taking the Taxi Driver Exam "Official Gazette of the City of Belgrade", no. 109/2016

⁵⁸ "Official Gazette of RS", no. 31/2019

⁵⁹ Rulebook on the Program and Method of Taking the Taxi Driver Exam "Official Gazette of the City of Belgrade", no. 109/2016

⁶⁰ Tomanović, S. i Stanojević, D. (2016). *Postajanje roditeljem u Srbiji*. Beograd: Filozofski fakultet, Univerzitet u Beogradu.

⁶¹ Rulebook on Testing of Facilities and Classification of Taxi Vehicles "Official Gazette of the City of Belgrade", no. 23/2013

⁶² "Official Gazette of the City of Belgrade", No. 126/2016

“There is no work obligation, if I want, I cannot work at all. I don't work at night just because I don't want to. However, we always have to pay taxes to the association.”

Female taxi driver

It is interesting to note that if they want to make more money, men work at night, while women almost never work night shifts. The main reason is feeling of safety. The feeling of security is a gender-specific problem, characteristic particularly for female taxi drivers. This is not surprising having in mind the statistics on prevalence of gender-based violence outside of domestic context.⁶³ Although all interviewees had unpleasant experiences with customers, this was much more common for women. Customers are frequently distrustful of them, and make comments which are often offensive. Male members of the Taxi Chamber confirmed during the interview that female colleagues were more likely to receive various comments from customers. Safety (lack thereof) emerged as one of the main reasons why there are significantly fewer women in this business. The lack of safety in the workplace also comes from the fact that if an unpleasant situation happens there is no way for a woman to protect herself. The only way one can protect oneself is by calling the call center via radio, which is too complicated to do in critical situations. Based on the statements of interviewees, more male drivers are victims of sexual harassment. This finding is not surprising, as significantly more men are members of the Chamber. To prevent any unpleasant situations, they recommend introducing cameras into vehicles. As this is prohibited by the Law⁶⁴, taxi drivers are currently not adequately protected from possible unpleasant situations.

It is important to note that taxi drivers say that female taxi customers are less safe when using taxis than men are. This type of problem is most prominent when it comes to unregistered taxi drivers. They advise customers to always call for a taxi, because that is the safest way of transport.

“Especially girls shouldn't catch a taxi alone, on the street at night, who knows who will drive them.”

Female taxi driver

As taxi drivers are obligated to remain in their car during working hours, the main infrastructural disadvantage is the lack of toilets at taxi stations. This is a characteristic problem for taxi drivers, as they often have to use unhygienic public toilets at gas stations or in other public places. There are no toilets or any other rooms at existing taxi stations. According to interviews drivers are not even allowed to exit their car during business hours, and may face sanctions for this.

⁶³ OSCE, (2019). OSCE-led survey on violence against women: Serbia, Well-being and Safety of Women. Available at:

<https://www.osce.org/secretariat/419750?download=true>

⁶⁴ "Official Gazette of RS", No. 87/2018

3.2.3 PUBLIC UTILITY COMPANY- BELGRADE CITY TRANSPORT COMPANY



ORGANISATION PROFILE		
Name of service provider	Public Utility Company – Belgrade City Transport (GSP)	
Year of establishment	1892	
Information about service providers	<ul style="list-style-type: none"> Basic activity of the company is transport of passengers in city and suburban traffic⁶⁵ Rights, obligations and liabilities of employees in the company are defined as per Collective Agreement.⁶⁶ The company submits work plans to the Directorate for Public Transport annually. 	
Number of employees ⁶⁷	Total	5796
	Men	5135 (88.6%)
	Women	661 (11.4%)
KEY FINDINGS		
Employment and intra-organisational aspects	Service provision aspects	
<ul style="list-style-type: none"> Predominantly male workforce. 84 women are employed as drivers, which is only 3% of the total number of drivers in the company⁶⁸ Women record higher share among managers (30.9%) than in total work force of the company (11.4%), which is the consequence of better educational structure and occupational segregation. Only 1% of women in Serbia have a “D” category driver’ licence⁶⁹ Continuous labour force shortage for drivers of D category. This is compensated by the internal retraining of C category drivers to D category. Lack of gender disaggregated data which prevents the insights in pay gap, access to resources, career development and other aspects of employment. 	<ul style="list-style-type: none"> There is no infrastructural network of mobile toilets at terminals (and route’s starting and ending points) There is no continuous monitoring of customers` needs who use public transport services, therefore neither basic nor gender aspects of transportation compliance with needs, quality and customer satisfaction are known. The company does not have an insight into the records about bus fares payments Some of the company-owned vehicles have space reserved for pregnant women, as well as space for strollers The process of upgrading the infrastructure network do not meet the real needs of both employees and users of the transport service 	

⁶⁶ Public Utility Company - Belgrade City Transport Company, (2018.), Collective Agreement of the PUC - Belgrade City Transport Company

⁶⁷ Statistical data for 2019 submitted by Public Utility Company - Belgrade City Transport Company (PUC)

⁶⁸ Statistical data for 2019 submitted by Public Utility Company - Belgrade City Transport Company (PUC)

⁶⁹ Traffic Police Directorate, 2019

<ul style="list-style-type: none"> • Training on communication with customers is delivered to drivers regularly. • There is a person with a mandate to take care of workers' complaints, but it is not sufficiently promoted and it is not specialized for gender related issues and harassment. • At the enterprise level, safety measures are applied for driver positions in most of the vehicles ("panic buttons", cameras, and the ability to lock the cab). These safety measures are of particular importance to women employed in driver positions. 	<ul style="list-style-type: none"> • Information required for improving and defining old and new services alike is not based on direct information provided by customer services (collection of payment for bus tickets, fines and the like).
---	---

Contextual factors influencing internal organisation and provision of services

- **There is no systematic education, employment policies that will promote the participation of women in traditionally male occupations and jobs, which will enable the company to develop and enable effective equal opportunities policies.**
- **Impossibility to employ new staff**, except for drivers, due to active ban on public sector employment
- **Absence of autonomy in planning the company work activities.**

Infrastructure recommendations	Employment policy recommendations
--------------------------------	-----------------------------------

<ul style="list-style-type: none"> • Enforcement of Providing "panic buttons", cameras and a possibility to lock the cabin in all vehicles, with the aim to increase safety and security of vehicles. • Establish a network of toilets at the first stops of the routes • Establishment of premises for changing clothes (changing rooms) for employees in operational job positions at terminals. • Continuous evaluation of customers' needs, in order to adjust the service quality to customers' needs, including infrastructural aspects. • Adjustment of vehicles, that belong to the company, for disabled persons • Maintain continuity and increase the number of seats for pregnant women and persons with small children in all vehicles available in the company • Increase the number of seats (room) for baby strollers in all vehicles owned by the company. 	<ul style="list-style-type: none"> • Regularly conduct questionnaires about job satisfaction and prepare plans corresponding to findings from the gender-specific questionnaires • Defining contractual obligations that imply gender-sensitive reporting • Inform a greater number of employees in a formal manner about the existence of a person responsible for protection of workers' rights • Enact internal Action Plan for Gender Equality which will define goals to improve gender equality and define activities and indicators according to which achievement of adopted goals will be monitored. • Introduce a new business strategy which will actively target females that would also help to reduce labour force shortage of drivers of D category. This will increase gender diversity and improve public image of the company.
---	---

Public Utility Company – Belgrade City Transport Company (GSP) was established by the decision of the municipal administration in 1892 in Belgrade under the name Belgrade City Railways. Since 1989, it has operated under the current name, performing its primary activity – transport of passengers in city and suburban areas.⁷⁰

The total number of employees in GSP, according to data from 2019, amounts to 5796. PStructure of employees indicate a significant disproportion in number of men and women within the company, since women make for only 11.4%.⁷¹ Out of the total number of employees, 3197 are drivers, of whom 2911 perform line transport, the other 286 drivers being engaged in other types of transport, such as parking vehicles, C Category drivers⁷², driving special vehicles and the like.⁷³

When it comes to recruiting new employees, on the official website of the company there is a permanent open call for applicants to fill drivers` job positions. When applying for this job position candidates are required to have a secondary education degree and C Category driving licence. After that a candidate is tested, which includes taking a psychomotor skills test as well as psychological tests, prepared by the Serbian Psychological Society, and adjusted for this job position. In addition, candidates are required to undergo a detailed health check-up and to pass a traffic commission test that checks their knowledge of driving. Due to a still active ban on public sector employment, there are seldom open calls for other job positions. This has resulted in transfers within the company, for which an internal open call is organised and a competent commission is formed. Such transfers have advantages over public open calls. The composition of a commission that conducts selection of candidates depends on the sector where the new job position exists, and therefore there are no permanent members of commission. A commission`s decision about the candidate who will be employed does not depend in any way on the candidate`s sex or other personal characteristics, but only their competencies are taken into account. However, for certain job positions, such as driver job position, mechanics, car bodyworker and the like, men apply to such open calls more often, so there are far more men being employed.

“Women who drive are highly responsible compared to men.”

Representative of management in GSP

On the basis of interviews with employees in management positions within the company, it was found that the company has little autonomy. The Directorate for Public Transport controls planning and the introduction of new activities, as well as the implementation of existing ones. The company is not in position to have a great impact on conditions and manner of planning transport services.

The category of overtime work has been recognized with employees in non-managerial positions, especially in driver job positions. According to employees` statements, overtime work is regularly being paid, as well as night shifts, work on Sundays and during holidays. When it comes to employees in management positions, who do not work in shifts, overtime work is not calculated nor paid for.

⁷⁰ Information available on the official website of Public Utility Company - Belgrade City Transport Company (GSP),

http://www.gsp.rs/delatnost_preduzeca.aspx

⁷¹ Statistical data for 2019 submitted by Public Utility Company - Belgrade City Transport Company (GSP)

⁷² Large goods vehicle with a maximum authorised mass of more than 3.5 tonnes mass and not more than 8 + 1 seats

⁷³ Public Utility Company – Belgrade City Transport Company, (2018.) Business activity programme of GSP – Belgrade City Transport Company, for 2019

Within the company there is a person responsible for receiving employees' complaints about workplace harassment. Nevertheless, according to respondents' statements, very few complaints are submitted by employees, both in management and non-management positions, primarily because the channels for providing formal information about the role of this person and the possibilities of exercising rights in this area have been lacking.

"Employees are poorly informed, we are dispersed across sections, and people are afraid to report mobbing."

Representative of management in GSP

Yet, at the enterprise level, an internal mechanism for protecting rights and protecting against gender-based violence and sexual harassment is not recognized. Given that the mechanisms for protection against gender-based violence need to be quite specific, this type of mechanism cannot be considered appropriate. It is important to mention that within each company plant there is a person responsible for human resources, whose position was established in 2014, which is an indicator of well-developed human resources policy.

Infrastructural conditions in vehicles available in the company, city buses in particular, are not satisfactory. Often vehicles are not adjusted to disabled persons or parents with small children in baby strollers. Also, drivers claim that at a great number of terminals there are no toilets at all, and that it depends on the route. They report that even in places where there are toilets, hygienic conditions are not fulfilled, and there are no separate toilets for men and women, since usually there is only one toilet available. This situation representant a huge issue for women who are willing to apply for drivers' positions, since it can easily reject them and reduce their interest.

3.2.4 TRANSPORT ENTERPRISE "LASTA"



ORGANISATION PROFILE		
Name of service provider	Transport Enterprise Lasta	
Year of establishment	The company was founded in 1947 Privatization of the company changed the ownership structure in 2000, when the company started operating as a Joint Stock Company.	
Information about service providers	<ul style="list-style-type: none"> The main activity of the company is road passenger transport which is performed through scheduled, non-scheduled and contracted transport.⁷⁴ The company enables the local use of public transport, as well as the use of transport on inter municipal and international level.⁷⁵ Transport Enterprise Lasta is a company with 4 limited liability companies: DOO Lastra Lazarevac, DOO Otisak putovanja – Split, DOO Lasta Montenegro - Podgorica and SP Lasta DOO Banja Luka⁷⁶ 	
Number of employees⁷⁷	Total	1964
	Men	1603 (81.6%)
	Women	361 (18.4%)
KEY FINDINGS		
Employment and intra-organisational aspects	Service provision aspects	
<ul style="list-style-type: none"> Since 2014, after a reduction in the number of employees on a voluntary basis, the Department for Human Resources in the company was terminated. There is a of Mediation person under the Law on Discrimination, who does not file a special report on complaints. In the top management (sector directors, sector managers and heads of business organisations) about a third of employees are women, 6 of them out of 19 employees⁷⁸ During last year, the company has employed almost nine times as many men as women⁷⁹ 	<ul style="list-style-type: none"> The company does not have a developed practice of conducting surveys with users of transportation services on satisfaction with the services provided. The company does not recognize the role and needs of their largest user group, women. There is no gender-sensitive record of the ticketing system. The equipment of certain company-owned vehicles is not satisfactory. 	

⁷⁴ Information available on the official website of Transport Company Lasta, <http://lasta.rs/delatnosti/>

⁷⁵ Information available on the official website of Transport Company Lasta, <http://lasta.rs/delatnosti/>

⁷⁶ Information available on the official website of Transport Company Lasta, <http://lasta.rs/delatnosti/>

⁷⁷ Statistical data for 2019 submitted by Transport Company Lasta

⁷⁸ Statistical data for 2019 submitted by Transport Company Lasta

⁷⁹ Statistical data for 2019 submitted by Transport Company Lasta

<ul style="list-style-type: none"> In the last two years, 37 women and 1 man have used maternity leave⁸⁰ The company has no developed practice of conducting surveys with employees on job satisfaction 	
<p style="text-align: center;">Contextual factors influencing internal organisation and provision of services</p>	
<ul style="list-style-type: none"> There is no systematic education and employment policies that will promote the participation of women in traditionally male occupations and jobs, which will enable the company to develop and enable effective equal opportunities policies. Most jobs are systematized into operational positions (bus drivers, car mechanics, auto electricians), therefore employment is targeted at executorial positions for which women are generally not educated. 	
<p style="text-align: center;">Infrastructure recommendations</p>	<p style="text-align: center;">Employment policy recommendations</p>
<ul style="list-style-type: none"> Better equipment of certain company- owned vehicles (e.g. installation of air conditioners) Assessment of customer needs in order to adapt the quality of service, including design and equipment of vehicles, to customer needs Appropriate adjustment of all company-owned vehicles to handle disabled persons. 	<ul style="list-style-type: none"> Establishment of the Department of Human Resources in accordance with the principles of equal opportunities Preparation of a detailed baseline study on the situation regarding gender equality both within the organisation and with respect to services provided to the population. Adoption and implementation of an Action Plan for gender equality Establishing mechanisms to protect against gender-based discrimination and gender-based workplace violence Strengthening the capacity of the Mediation person, in cases of gender discrimination and gender-based violence Inform employees about the role and responsibilities of the Mediation person Introduce training on gender mainstreaming aimed at employees of the Company's HR department

The Lasta transport company was founded by the Government of the People's Republic of Serbia in 1947, as a state-owned enterprise of republican importance for bus traffic. The main activity established by the founding act of the company is land passenger transport. In addition, the company performs a number of supporting activities through the provision of services in tourism, catering, trade, tire design, bus overhaul, service and inspection services. Since 2000, when it began operating as a joint stock company, there has been a change in the ownership structure of the company, which also includes four limited liability subsidiary companies (DOO Lastra Lazarevac, DOO Otisak putovanja – Split, DOO Lasta Montenegro - Podgorica and SP Lasta DOO Banja Luka). The majority of shares (76.5%) are owned by legal entities (Republic of Serbia, Joint Stock Fund A.D. Belgrade, PIO Fund and

the like), while the rest of the shares are owned by natural persons. The ownership structure also determines the responsibilities of a joint stock company. Namely, as the majority owners are legal entities of the Republic of Serbia, competences are divided according to the Law on Companies⁸¹.

The highest share of employees in the company are employees with secondary education (81.5%). When it comes to educational level, there are no gender-specific differences, because most men and women have completed only secondary education. Gender-specific differences exist in the educational profiles of women and men. For example, women are less likely to be educated for the educational profile of drivers or car mechanics, which affects the number of women employed in the company as well as the positions in which they are employed. There are gender differences in the number of women employed in the central management of the enterprises, with women accounting for about a third of employees in these positions. There are 13 men and only 6 women employed in the management of enterprises in the positions of sector directors, sector managers and heads of business organisations.

The company reduced its number of employees in 2014, after which the Department of Human Resources was terminated. After the reduction of the number of employees the tasks related to the recruitment and induction of new personnel are performed by the staff clerks. During interviews, it was noted that the largest number of jobs was systematized for operational positions. The company does not organise public competition for employment, but selection is made on the basis of submitted applications of potential candidates. It is important to note that in the previous year almost 9 times more men were employed than women⁸².

Employees of the company pointed out that there is a social worker in the organisational structure of the company, who is in charge of the tasks of communication with employees and receiving complaints. The employees of the company are not adequately informed about the role and competencies of the social worker, as well as about their rights and opportunities to file complaints.

The company organises annual medical examinations for employees in operational positions. Although regular check-ups are carried out the company does not have insight into employee health statistics, which would be important for improving occupational health and safety. It is important to emphasize that the medical examining company, which performs annual medical examinations, does not require as a contractual obligation the keeping of gender sensitive statistics on the diseases of employees.

⁸¹ "Official Gazette", 95/2018

⁸² Statistical data for 2019 submitted by Transport Company Lasta

3.3 CAPACITY BUILDING

In each of the four selected companies, the project team sought, not only to conduct a gender analysis, but also to identify, together with company representatives, any changes in human resources policy, infrastructure, equipment and transport services which could improve the existing situation of the company in terms of gender equality. In doing so, the project team considered the needs of both women and men who are users of transport services, as well as the needs of women and men employed in these companies.

It is important to keep in mind that the planned changes in companies is a long-term process, which requires going through clearly defined steps in the procedure. Also, companies that were selected differ in the stage they were at, in terms of mainstreaming gender into their internal policies. While some companies started making changes independently before implementing this project, others did not previously consider introducing changes to improve the position of women and men (both employees and users of services).

During this assessment, “Srbija Voz” was identified as an example of good practice regarding gender mainstreaming in its policies. Even before the implementation of this project, the company started preparing an Action Plan for Gender Equality. Nevertheless, the role of the team implementing the project was important for enhancing the internal capacities of the members of the professional team in charge of developing the Action Plan. Representatives of the project team started providing mentoring support to the company's expert team, through the organisation of joint working meetings. The main aim of these meetings was to convey knowledge on how the research data could be used to advance the company's internal policies, as well as to jointly define goals and measures that would be part of the company's Action Plan. Given that the company's expert team recognized the importance of such a process, the mentoring support of the project team to the company is planned to continue after the completion of the project, that is, until the Action Plan is finalized and adopted by the company's competent bodies. In addition, Public Utility Company – Belgrade City Transportation also showed an interest for incorporation of gender equality principles in the company policies, but the implementation of this process is dependent on the internal procedures and approvals which are required for such an initiative.

4. CONCLUSIONS

While individual differences are presented in the key findings on each company, some of the common challenges are presented in this section. A number of challenges come from the broader environment, from institutional structures, policy framework, social structures and culture underpinning gender inequalities in the transport sector. These include the following:

- Gender inequalities are structural, embedded in gender relations and structures. They can be found already in the education where segregation between girls and boys starts to take place, reflecting the norms adopted during socialization on what are desirable education profiles for men and women. Women simply do not attend schools for occupations typical for the sector and already at that stage their chances to employ in the sector are reduced.
- Structural gender inequalities are also manifested in the broader labour market with lower activity and employment of women and their concentration in sectors mainly focused on social services, trade or personal services as in other countries as well. These broader gender structures are simply transposed to the selected companies in the absence of stronger organisational policies and institutions for gender equality that would change these dominant patterns at the level of organisation.
- Cultural factors are behind many of perceived inequalities, but not sufficiently explored. In addition to the choice of education area and occupation, they can be found in various gender stereotypes that can prevent women from seeking employment in the transport sector: i.e. women are not as good as drivers as men, women cannot protect themselves, etc.
- Lack of policies addressing the issue of segregation in education and the labour market, and measures stimulating education and employment of women in non-traditional areas and occupations.
- Lack of the implementation of the Gender Equality Law⁸³ (“Official Gazette of RS” no.104/2009), especially in the area of evidence (Article 12)

Four case studies provided valuable findings not only relevant for understanding the situation in selected companies, but also to obtain deeper insights in the situation within the companies and organizations in the sector, which remains out of the picture obtained through quantitative surveys. Insights into the situation in four companies/organizations indicates quite diverse situations regarding the level of interest in equal opportunity policies, and readiness to invest effort in promoting gender equality at the workplace and in service provision. The researchers found a high level of interest and already initiated processes in Srbija voz on one hand, and prominent challenges in Lasta on the other hand, with a lack of gender sensitive data, lack of a human resources department that could play a crucial role in equal opportunity policies and correcting an absence of knowledge of gender specific needs of their clients. The situation in Taxi Chamber and PUC is somewhere between the two previous cases.

The research found a number of common intra-organizational challenges:

- Except for Srbija Voz, transport companies generally lack an awareness of the need to address the issue of gender inequalities and to invest effort in systematically promoting gender equality.
- All companies are typical ‘male workforce’ employers, with a minority of women. Even when employed in these companies, women are on the jobs that are not ‘core jobs’ of the companies (providing main service, such as drivers, conductors, mechanics, engineers), but more often in administrative jobs, legal services, supporting services.

⁸³ “Official Gazette of RS” No. 104/2009

- The safety of women is a common issue in jobs related to the provision of services to clients. The lack of safety instruments additionally prevents women from employment in such jobs.
- There is a lack of data disaggregated by gender that would enable thorough gender assessment. In order to provide adequate baselines it is needed to invest further efforts to collect relevant data as evidence is very basic and not gender sensitive.
- Companies are missing not only policies for gender equality but also mechanisms for protection against gender-based discrimination and violence.
- Data on career development and access to resources are very limited or absent, as are the means to objectively explore gender pay gaps.
- The research also provided insights into challenges related to the gender sensitive service provision:
- There is neither knowledge nor the necessary instruments and procedures to regularly screen the adequacy of services regarding gender specific transport needs.
- Infrastructure is often poor and not in line with gender specific needs, but also not accessible to persons with disabilities.
- Often there is not even an awareness of the need to plan and design services in accordance with the gender specific needs of customers.

5. ANNEX

5.1 REFERENCES

Publications, reports and databases

Babović, M. (2010): *Rodne ekonomske nejednakosti u komparativnoj perspektivi: Evropska Unija i Srbija*. Beograd: ISI FF, SeconS, Sociološko udruženje Srbije i Crne Gore.

Babović, M. (2016): *Indeks rodne ravnopravnosti u Republici Srbiji*. Beograd: Tim za socijalno uključivanje i smanjenje siromaštva Vlade Republike Srbije, https://www.rodnaravnopravnost.gov.rs/sites/default/files/2018-12/Indeks%20rodne%20ravnopravnosti%202018_SRP.PDF

Blagojević, M. (2002): „Žene i muškarci u Srbiji 1990-2000: urođnjavanje cene haosa“, u Bolčić, S, Milić, A. (ur.) *Srija krajem milenijuma: razaranje društva, promene i svakodnevni život*“, ISIFF, Beograd: 283-314.

Connell, R. W. (1987): *Gender and Power*, Cambridge: Polity Press.

Eurostat (2018): *Labour Force Survey*, <https://ec.europa.eu/eurostat>

CBGE, UN Women (2019): *Evaluation of the National Action Plan for the implementation of the Serbia National Strategy for Gender Equality 2016-2018*, <https://eca.unwomen.org/en/digital-library/publications/2019/04/evaluation-of-the-national-action-plan-for-the-implementation-of-the-serbia-national-strategy-for-ge>

Eurostat (2019): *Transportation and storage statistics - NACE Rev. 2, Data from April 2019*, <https://ec.europa.eu/eurostat/statistics-explained>

ILO – International Labour Office (2012): *A Manual for Gender Audit Facilitators*, Geneva. https://www.ilo.org/wcmsp5/groups/public/---dgreports/---gender/documents/publication/wcms_187411.pdf

Srbija Voz (2019). *Information Booklet "Srbija Voz" JSC*, July 2019.

OSCE, (2019): *OSCE-led survey on violence against women: Well-being and Safety of Women – Serbia results report*, <https://www.osce.org/secretariat/419750?download=true>

Public Utility Company - Belgrade City Transport Company (2018): *Collective Agreement of the PUC - Belgrade City Transport Company*.

Public Utility Company - Belgrade City Transport Company (2018): *Business activity programme of PUC - Belgrade City Transport Company for 2019*.

SORS - Statistical Office of the Republic of Serbia (2017): *Žene i muškarci u Republici Srbiji*. Beograd: Republički zavod za statistiku. <http://publikacije.stat.gov.rs/G2017/PdfE/G20176008.pdf>

SORS - Statistical Office of the Republic of Serbia (2018): *Tertiary education in the Republic of Serbia 2017/2018*. Belgrade: SORS. <https://publikacije.stat.gov.rs/G2018/Pdf/G20186004.pdf>

SORS - Statistical Office of the Republic of Serbia (2019): *Estimated number of residents in the Republic of Serbia 2018*. Belgrade: SORS. <https://www.stat.gov.rs/sr-Latn/oblasti/stanovnistvo/procene-stanovnistva>

SORS - Statistical Office of the Republic of Serbia (2019a): *Labor Force Survey data base*, <http://data.stat.gov.rs/>

SORS - Statistical Office of the Republic of Serbia (2019b): *Labor Force Survey in the Republic of Serbia 2018*. Belgrade: SORS. <http://publikacije.stat.gov.rs/G2019/Pdf/G20195646.pdf>

Tomanović, S. Stanojević, D. (2016): *Postajanje roditeljem u Srbiji*. Beograd: Filozofski fakultet, Univerzitet u Beogradu.

Traffic Police Directorate of the Republic of Serbia (2019): Database of driving licences, by gender.

United Nations Economic and Social Council (2017): *Progress towards the Sustainable Development Goals*, <https://undocs.org/E/2017/66>.

United Nations Economic and Social Council (2017). *Women's economic empowerment in the changing world of work*, https://www.un.org/ga/search/view_doc.asp?symbol=E/CN.6/2017/3

Laws and regulations

City of Belgrade (2016) *Decision on Taxi Transport*, Official Gazette of the City of Belgrade, No. 126/2016

City of Belgrade (2013) *Rulebook on Testing of Facilities and Classification of Taxi Vehicles* Official Gazette of the City of Belgrade, no. 23/2013

City of Belgrade (2016) *Rulebook on the Program and Method of Taking the Taxi Driver Exam*, Official Gazette of the City of Belgrade, no. 109/2016

Government of the Republic of Serbia (2019) *Law amending the Law on road Transport of Passengers*, Official Gazette of the Republic of Serbia, no. 31/2019

Government of the Republic of Serbia (2018) *Action Plan for the Implementation of the National Strategy for Gender Equality for period 2019-2020*, Official Gazette of the Republic of Serbia, No. 30/2018

Government of the Republic of Serbia (2018) *Law on Companies*, Official Gazette of the Republic of Serbia, No. 95/2018

Government of the Republic of Serbia (2019) *Law on Compulsory Social Insurance*, Official Gazette of the Republic of Serbia, No. 4/2019

Government of the Republic of Serbia (2017) *Law on Employment and Unemployment Insurance* "Official Gazette" No. 113/2017

Government of the Republic of Serbia (2018) *Law on Financial Support to the Families with Children*, Official Gazette of the Republic of Serbia, No. 50/2018

Government of the Republic of Serbia (2018) *Law on Labour*, Official Gazette of the Republic of Serbia, No. 95/2018

Government of the Republic of Serbia (2018) *Law on Personal Data Protection*, Official Gazette of the Republic of Serbia, No. 87/2018

Government of the Republic of Serbia (2017) *Law on Security and Protection at Workplace*, Official Gazette of the Republic of Serbia, No. 113/2017

Government of the Republic of Serbia (2016) *Decision of the Assembly "Serbian Railways" JSC*, Official Gazette of the Republic of Serbia, No. 10/2016

Government of the Republic of Serbia (2016) *Decision on the Establishment of Joint Stock Company for Railway Passenger Transport 2015*, No. 10/2016, available at: [35Thttp://www.srbvoz.rs/odluka_o_osnivanju_srbija_voza.pdf](http://www.srbvoz.rs/odluka_o_osnivanju_srbija_voza.pdf)

Government of the Republic of Serbia (2010) *National Employment Strategy 2011-2020*, Official Gazette of the Republic of Serbia, available at: http://www.nsz.gov.rs/live/digitalAssets/0/302_nacionalna_strategija_zaposljavanja_2011-2020.pdf

Government of the Republic of Serbia (2012) *Education Development Strategy until 2020*, Official

Gazette of the Republic of Serbia No. 107/2012, available at: <http://www.mpn.gov.rs/wp-content/uploads/2015/08/STRATEGIJA-OBRAZOVANJA.pdf>

Web Sources

Chamber of Commerce and Industry of Serbia information available at: [35Thttps://pks.rs/strana/pks-clanstvo-i-clanarina](https://pks.rs/strana/pks-clanstvo-i-clanarina)

Coordination Body for Gender Equality official website: <https://www.mgsi.gov.rs/en/coordination-body-gender-equality>

Department of Public Transportation of the City of Belgrade information available at: <http://www.beograd.rs/lat/gradska-vlast/1731906-sekretarijat-za-javni-prevoz/>

List of active taxi drivers available at: <http://www.bgprevoz.rs/taksi> Official website of the Public Utility Company - Belgrade City Transport Company (PUC) http://www.gsp.rs/delatnost_preduzeca.aspx; Official website of the transport company Lasta <http://lasta.rs/delatnosti/>

Sector for Anti-Discrimination Policy and Promotion of Gender Equality information available at: <https://www.minrzs.gov.rs/sr/struktura/sektori/sektor-za-antidiskriminacionu-politiku-i-unapredjenje-rodne-ravnopravnosti>

5.2 LIST OF RESPONDENTS OF SELECTED COMPANIES

Company	Interviewee	Date of the interview
Taxi Chamber of Commerce of Serbia	Taxi Association Naxis - taxi driver	08/29/2019
	Taxi Association Pink - taxi driver	08/29/2019
	Beogradski - taxi driver	08/29/2019
	Taxi Association Lux - taxi driver	08/29/2019
	Taxi Chamber of Commerce representatives	08/29/2019
City Transportation Company	Driver	09/06/2019
	Driver	09/06/2019
	Personnel and General Affairs - representative of management	09/06/2019
	Department of Human Resources – representative of management	09/06/2019
Lasta Transportation Company	Executive Director	09/09/2019
	Department of Human Resources - Officer	09/09/2019
"Srbija Voz" Joint Stock Company for Passenger Railway Transport	Ethics Commissioner	08/28/2019
	Department of Legal and Human Resources - representative of management	03.09.2019.
	Driver	09/03/2019
	Driver	09/03/2019
	Department of Transport and Commercial Affairs - conductor	09/03/2019
	Department for Transport and Commercial Affairs - conductor	09/03/2019
	Department of Exploitation - representative of management	09/03/2019
	Department of Economic Affairs - representative of management	09/03/2019

5.3 RESEARCH TOOLS AND CONSENT FORM

Protocols for interviews

Dear Sir/Madam,

Gender analysis of the work of companies in the transport sector in Serbia is underway, which involves assessing the position of employed women and men, as well as evaluating the integration of gender equality principles into existing company policies and practices. This analysis is conducted by Dornier Consulting International and SeConS - Development Initiative Group, within the project "Gender Equality in Transport in Serbia", for the needs of the Ministry of Construction, Transport and Infrastructure and the Coordination Body for Gender Equality. The main objective of the project is to support the Government of Serbia in understanding gender patterns in transport sector in Serbia and in developing a gender equality action plan to be integrated in the National Transport Strategy.

In order to collect data for conducting gender analysis, among other things, in-depth interviews will be conducted with employees in the transport sector, who should provide information on various aspects of the functioning of these companies, which are of particular importance for the gender analysis process.

The interview will be confidential, so you are under no obligation to convey to anyone any opinions you have made during the interview, nor will any of what you report be attributed personally to you. Also, the information you provide during the interview will be listed in the report without personal name or any other personal information that would reveal your identity. Also, you are not required to answer questions that make you feel uneasy and you can end the conversation at any time if you wish.

Your information and opinions you provide during the interview will be kept to the highest ethical standards and will be accessible only by project team members. The information obtained will be presented in such a way as to protect the identity of the participants in the research.

Thank you for your interest and willingness to participate in the data collection process for conducting gender analysis. If you have any questions regarding this process, please ask them before we begin the interview.

General information

Name	
Occupation	
Years of work in the company	
Current position in the company	
Education level	
Matril status	

1. Firstly, please tell us what is your current position, what is your profession and describe your job (What you are doing specifically).
2. How long have you been working for this company, when you were employed?
3. Have you been in any other position within the company, before working at your current position? Please describe your 'development path' within this company. Before you got a job within the company, did you do any other work, if you did, which job it was?
4. What do you perceive to be the key benefits of your current position? And what are the main disadvantages?

Employment process

5. How did you find out about the job advertisement?
6. What are the reasons why you applied for a job in this company? What were your motives? Has your job choice been influenced by the understanding that it is a good job for a woman/man? If so, how important it was to you?
7. Were you aware of the competition for the job you applied for? How many women applied and how many men?
8. Please describe the selection process. Did you have an interview, with who you had an interview, were there several stages of selection process, did you take a test to prove certain competencies, etc.?
9. How did you feel during the interview, how long did it take? Were there any questions you would rate as 'embarrassing'? Has anyone asked you for your marital status, family situation, do you have children, what are your plans for further family life, and etc.?

Participation in the recruitment process (For HR / Management)

10. Have you ever participated in the employment commissions? If yes, what are your experiences?
11. What is the procedure of forming commission for the recruitment of new employees? Is there a standing commission, or are they set up in accordance with the job requirements, which are open?
12. Does the recruitment process take into account the representation of women and men in the company, or in a specific sector? Are there any measures dedicated to increasing employment opportunities for the less employed gender? If yes, what are these measures?
13. How is the decision to hire a new candidate made? What happens when two or more candidates have the same competencies and experience, what criteria are being used to decide who will be hired? Is gender considered in this segment?
14. How are job vacancies advertised? Is there a developed cooperation with the National Employment Service?

15. Do employees play an important role in the recruitment process, i.e. do employees make a recommendation for a candidate?
16. In your opinion, what is the reason why more men/women are employed in the company/sector?

Evaluation and promotion

17. Is your work being evaluated? If so, how often?
18. Are there defined criteria for evaluating employee performance? Are the same criteria applied for all or are there certain differences (for example, gender, position or something)? Who evaluates employee performance?
19. If there are grades, are those grades taken into account in some way?
20. Do you notice that some employees get promotion faster and others slower? If so, in your opinion what are the main reasons for that?
21. In your opinion, have you got promoted faster or slower? How long did it take you to get your current position? How much time did you spend on your previous position?
22. What obstacles did you face in getting promoted (if any)? (affection of those who decide of getting promoted, absence from work (due to sick leave, maternity leave ...))

Work conditions

23. Type of contract
24. Working hours (full or part-time, from - to)
25. Do you work in shifts?
26. How many working hours do you have during the week?
27. Do you work overtime? Is your overtime work extra paid?
28. Do you work on weekends? And at night (10pm to 6am)? Do you get paid more for working on weekends and/or at night?
29. Are all your contributions regularly paid?
30. How many vacation days do you have? What are the criteria that define the number of days off? Do years of service affect the number of days off? Do you also get extra days off, based on overtime work or work on weekends?
31. Is there a tolerance within the company, when it comes to absent from work due to family responsibilities, illness of children or other household member/family, etc.?
32. Did you use maternity or child care leave?
33. Do men in your company use maternity leave or child care leave?
34. Did your husband/partner use child care leave? (only for women)

Benefits

35. Do you have any of the following resources at your disposal: business phone, business car, business trips, bonuses or "thirteenth salary ", daily allowance (on business trips), recourse, meal allowance, annual medical examination paid by the employer, additional (private) health or retirement insurance? If so, have you used anything so far?
36. Do you have any financial support for the family at work? What happens when someone e.g. give birth to a child? Are there getting some financial help?

Infrastructure (Ask where applicable)

37. Does your company have separate toilets for women and men? (both within the company building itself and in customer-facing facilities, such as stations)
38. Are there separate changing rooms for men and women? (in cases where applicable)
39. Are there rooms adapted for pregnant women (for example, separate breastfeeding rooms at cells and the like)?
40. Is the infrastructure in your company (facilities belonging to the company) adapted for the needs of persons with disabilities (for example, are there ramps at the entrance, elevators if necessary, etc.)?
41. Are company-owned vehicles company accessible to people with disabilities, the elderly and children (in terms of infrastructure)?
42. Have the facilities and vehicles in your company been adequately lit? Are there any surveillance cameras? Do you have specially trained security staff in some facilities? (in cases where applicable)

Balance between private and professional life

43. Do you manage to balance between your personal and professional life? (for example, who cares for children, cooks, does housework, etc.)
44. Does your job negatively affect your private life (for example, family relationships, leisure)?

Conflict management within the organisation

45. Have you had any inconvenience or problems during working for this company (give examples)? If so, did you ask someone for help and what was the outcome?
46. Were there any gender intolerances or conflicts in your workplace (for example, situations that male colleagues discriminated women, or reverse)?
47. Were there any cases of a sexual harassment in the workplace?
48. Have you encountered any jokes at work at the expense of women, remarks on appearance and similar? Who tells these jokes, how your colleagues respond to them, do they bother one of your colleagues? Do they bother you personally?
49. Are there any specific expectations of women, e.g. how should they dress, behave?
50. Is there a person/sector/union in your company that you could contact if you have a problem in your workplace?
51. Are employees in your company organised in a union? Within the same or more unions? Are you a member of a union? What is a union doing? Do you have any benefits from union membership?
52. Do employees in your company socialize with each other outside working hours? Are they organising joint activities? Are you hanging out with any of your colleagues out of work? Are they mostly men/women, or both?

Attitudes

53. What do you think, are there differences in the performance of a particular type of work between men and women? Please clarify your answer.
54. Do you think that men do some type of jobs within your company better than women? If yes, what are these jobs and why do you think so?

55. Do you consider that men and women are equally qualified/have the same ability to hold management position within the company? Please clarify your answer.

Policies related to gender equality within the company (HR/management interlocutors)

56. Are records and documentation of the gender structure of employees within the company maintained (*in accordance with Article 12 of the Gender Equality Law*)?

57. Does your company maintain gender-disaggregated statistics in accordance with Article 40 of the Gender Equality Law? (*Article 40: Statistical data collected, recorded and processed at the level of the Republic of Serbia, autonomous provinces and local self-government units, as well as institutions and organisations exercising public authority, public enterprises and companies, must be gender-disaggregated*)

58. Does your company apply any policies that directly or indirectly support gender equality? Please describe these policies.

59. Does your company carry out any other activities that directly or indirectly support gender equality (e.g. campaigns)? Please describe these activities.

60. In your opinion, in what ways can your company contribute to improvement of the position of both men and women in Serbia? Are you thinking about it?

Thank you for your cooperation!

Protocols for interviews with Taxi Chamber of Commerce of Serbia

Dear Sir/Madame,

Gender analysis of the work of companies in the transport sector in Serbia is underway, which involves assessing the position of employed women and men, as well as evaluating the integration of gender equality principles into existing company policies and practices. This analysis is conducted by Dornier Consulting International and SeConS - Development Initiative Group, within the project "Gender Equality in Transport in Serbia", for the needs of the Ministry of Construction, Transport and Infrastructure and the Coordination Body for Gender Equality. The main objective of the project is to support the Government of Serbia in understanding gender patterns in transport sector in Serbia and in developing a gender equality action plan to be integrated in the National Transport Strategy.

In order to collect data for conducting gender analysis, among other things, in-depth interviews will be conducted with employees in the transport sector, who should provide information on various aspects of the functioning of these companies, which are of particular importance for the gender analysis process.

The interview will be confidential, so you are under no obligation to convey to anyone any opinions you have made during the interview, nor will any of what you report be attributed personally to you. Also, the information you provide during the interview will be listed in the report without personal name or any other personal information that would reveal your identity. Also, you are not required to answer questions that make you feel uneasy and you can end the conversation at any time if you wish.

Your information and opinions you provide during the interview will be kept to the highest ethical standards and will be accessible only by project team members. The information obtained will be presented in such a way as to protect the identity of the participants in the research.

Thank you for your interest and willingness to participate in the data collection process for conducting gender analysis. If you have any questions regarding this process, please ask them before we begin the interview.

General information

Name	
Occupation	
Years of work in the Taxi Association	
Current position in the Taxi Association	
Education level	
Marital status	

1. At the beginning, please tell us something about yourself (what is your profession, describe your job, your marital status...).
2. How long have you been employed in Taxi Association (on what position, if this information was not previously obtained)?
3. Have you worked anywhere else before (or on another position within the Taxi Association, before working at your current position in Association)? If you did, which job it was?
4. What do you perceive to be the key benefits of your job? And what are the main disadvantages?

Employment process

5. Please explain how did you get employed in the Association, what was the process like?
6. How did you become a member of the Taxi Chamber? Describe this process to us. What were the main reasons that influenced you to apply for this job? What were your motives? Has your job choice been influenced by the understanding that it is a good job for a woman/man? If so, how important it was for you?
7. Please explain in what cases can someone be rejected for membership in the Taxi Association and the Taxi Chamber, or be expelled from these organisations?
8. In your opinion, what is the reason why men are more involved in this type of business? Do you think women can do this job equally well as men? Please explain your answer and give an example, if possible.
9. Do you have to own a vehicle or you can get it from the Association?

User and employee safety

10. Do you feel safe at work? If you do not feel safe, please state the main reasons. Can you give an example, a situation that occurred to you during your work, when you felt unsafe? How did you react in that situation? Are such situations common?
11. Do you think women doing this job are more or less safe than their male colleagues? Why? Can you give a specific example, something that happens more often to women in this business that affects their safety? And is there something that men are more exposed to?
12. What do you need to make you feel safer while doing your job? Do you think something could be done to increase the safety of women who do this job? Do drivers have anyone to contact if they feel unsafe? Is there an internal procedure defined, who should be addressed first, how to proceed?

13. And how about taxi users? Do you think that they are completely safe while using these services (especially younger women)? Are you familiar with any cases in which people doing the same job (or association colleagues, generally taxi drivers) have in some way compromised customer safety? Please explain these situations.
14. Are you familiar with cases of sexual harassment of your colleagues and/or users?
15. And when it comes to users, can their security be further enhanced?
16. Do users have the ability to rate drivers? If so, how? (e.g. through the app) If they have remarks or praise for the service they receive, can they express their opinions (e.g. through some call center)?

Work evaluation

17. Is your work being evaluated, by the representatives of the Association? If so, how often?
18. Are there defined criteria for evaluating employee performance? Are the same criteria applied for all or are there certain differences (for example, gender, years of work, or something else)? Who evaluates employee performance? If there are grades, are those grades taken into account in some way?

Work conditions

19. How many hours do you work per day and how many per week? Do you have a day off? Do you work on weekends? And at night (10pm to 6am)? Is your work on weekends and/or at night paid more?
20. How do you organise your vacation? What are the criteria that define the number of days off?
21. What is the procedure for taking days off (do you have to sign off)?
22. When you need a day off due to family responsibilities, for example due to illness of a child or other household/family member, are there any procedures for you to be away?
23. Have you used maternity or child care leave (what does your experience look like in practice)? Do you know one of your colleagues who used maternity or child care leave? Did your husbands/partners use leave to look after and care for their children? (for women only)
24. Do you have a target that you plan to earn during the month and what are your strategies for achieving it (e.g., working at night, more hours, etc.)?
25. Do you have any support for family at work? What happens when someone e.g. give birth to a child? Is she getting some financial help?

Infrastructure

26. How often do you change your car? How do you do it (does the Association help or do you raise the loan yourself)?
27. How often do you perform vehicle inspections (do you have emergency technical inspections)?
28. Are vehicles owned by your Association accessible to persons with disabilities, the elderly and children (in terms of infrastructure)?
29. Are there surveillance cameras in your vehicles? Do you have any "panic button"?
30. In case the vehicle damages, how do you handle it?

Balance between private and professional life

31. Do you manage to balance between your personal and professional life? (for example, who cares for children, cooks, does housework, etc.)
32. Does your job negatively affect your private life (for example, family relationships, leisure)?

Relations and procedures within the Association

33. Is there a rulebook and does it provide for sanctions, if not observed? Who prescribes them?
34. What happens if you break these rules?
35. Do you notice that the same people always do it? Have you noticed that there is something specific about your colleagues, in case they are breaking the rules?

QUESTIONNAIRE

Gender analysis of the work of companies in the transport sector in Serbia is underway, which involves assessing the position of employed women and men, as well as evaluating the integration of gender equality principles into existing company policies and practices. This analysis is conducted by Dornier Consulting International and SeConS - Development Initiative Group, within the project "Gender Equality in Transport in Serbia", for the needs of the Ministry of Construction, Transport and Infrastructure and the Coordination Body for Gender Equality. The main objective of the project is to support the Government of Serbia in understanding gender patterns in transport sector in Serbia and in developing a gender equality action plan to be integrated in the National Transport Strategy.

Considering that you are recognized as one of the key transport service providers in Serbia, it would be of great importance for us to obtain data relating to certain aspects of your company that are important to us for further analysis. All data will be kept to the highest ethical standards and used solely for the purposes of this research.

Please answer the following questions and provide us with the requested information.

1. What are the most important business activities of your company?

2. How many workers are employed in each of business units by gender and education?

Business unit	Number/share of men ⁷⁸			Number/share of women			Total
	Highly educated ⁷⁹	Graduated High school	Not graduated High school	Highly educated	Graduated High school	Not graduated High school	
Total							

3. How many company managers are employed in your company?

/ _____ /

4. What is the share of women in managerial positions (compared to the total number of employed women)?

/ _____ /

⁷⁸ Enter precise numbers and/or percentages

⁷⁹ Completed Bachelor studies or obtained Associate Degree, Master's studies or Doctoral studies

5. What is the share of men in managerial positions (compared to the total number of employed men)?

/ _____ /

6. Have all workplaces established by systematization been filled in?

Yes No

7. If NO, please indicate which workplaces are not filled?

8. How many men have been employed in your company in the past year and on what positions?

9. How many women have been employed in your company in the past year and on what positions?

10. Are men exclusively employed in certain positions in your company?

Yes No

If YES, please indicate in which positions.

11. Are women exclusively employed in certain positions in your company?

Yes No

12. How many employees in your company have children?

In the company / _____ / Share of women (in %): / _____ /

13. How many employees in your company have used maternity leave in the last two years?

/ _____ /

14. Among those who have used maternity leave, how many are men / _____ /

15. Please indicate what were the most common reasons for using sick leave in 2017 and 2018, and the number of employees using it?

Reasons for using sick leave	2017		2018		Total
	Men	Women	Men	Women	

16. Does your company take into account the needs of employed women and men within internal policies and procedures (related to employment, promotion, transfer to another job within the company, etc.)?

Yes No

17. If YES, please indicate whether the needs of employed women and men are different and in what way

18. Does your company have evidence of employee's salary?

Yes No

19. Please list the average net incomes for each position within your company in 2017 and 2018.

Net income	2017		2018		Total
	Men	Women	Men	Women	

20. Do employees your company have the following benefits or the ability to use different resources?

	Do they have?		Do they use?	
	Yes	No	Men (in %) ⁸⁰	Women (in %) ⁸¹
Earnings bonus	Yes	No		
Business phone	Yes	No		
Business car	Yes	No		
Business trip	Yes	No		
Daily allowance	Yes	No		
Recourse	Yes	No		
Meal allowance	Yes	No		
Paid overtime work	Yes	No		
Additional (private) pension insurance	Yes	No		
Additional (private) health insurance	Yes	No		
Annual medical examination paid by company	Yes	No		
Something else, what? _____	Yes	No		

⁸⁰ Compared to the total number of MEN employed in the company

⁸¹ Compared to the total number of WOMEN employed in the company

21. Have employees in your company attended training/seminars/meetings/workshops related to gender equality issues?

Yes No

22. If YES, please indicate who organised these events (trainings, seminars, workshops, meetings), WHEN they were organised and HOW MANY employees from your company participated?

23. Are there any general or specific documents at your company level (regulations, action plans, etc.) that recognize different needs of women and men?

Yes No

24. If yes, please indicate the names of these documents, when they were adopted and their period of validity?

Please indicate position and contact of the person who completed the questionnaire:

Name: _____

Position: _____

Contact phone/e-mail: _____

Thank you!

QUESTIONNAIRE FOR TAXI CHAMBER OF COMMERCE OF SERBIA

Gender analysis of the work of companies in the transport sector in Serbia is underway, which involves assessing the position of employed women and men, as well as evaluating the integration of gender equality principles into existing company policies and practices. This analysis is conducted by Dornier Consulting International and SeConS - Development Initiative Group, within the project "Gender Equality in Transport in Serbia", for the needs of the Ministry of Construction, Transport and Infrastructure and the Coordination Body for Gender Equality. The main objective of the project is to support the Government of Serbia in understanding gender patterns in transport sector in Serbia and in developing a gender equality action plan to be integrated in the National Transport Strategy.

Considering that you are recognized as one of the key transport service providers in Serbia, it would be of great importance for us to obtain data relating to certain aspects of your company that are important to us for further analysis. All data will be kept to the highest ethical standards and used solely for the purposes of this research.

Please answer the following questions and provide us with the requested information.

1. What is the role Taxi Chamber of Commerce of Serbia and how it is related to Taxi Associations?

2. How many men have joined the Chamber during last year?

3. How many women have joined the Chamber during last year?

4. Do you have record of the Chamber members' educational structure?

YES NO

5. How many Chamber members have children?

In Chamber / _____ /

Of which, what is the share of women (in %): / _____ /

6. How many members of your association have used maternity leave in the last two years?

/ _____ /

7. Among those who used maternity leave, how many of them were men / _____ /

Please indicate the position and contact of the person who completed the questionnaire:

Name: _____

Position: _____

Contact phone/e-mail: _____

Thank you!

CONSENT FORM FOR PARTICIPATION IN STUDY

Dear Sir or Madam,

There is an ongoing gender analysis of work of the companies in the transport sector in Serbia, which implies to evaluation of the position of employed women and men, as well as evaluation of how gender equality principles are integrated in the existing policies and practices in these companies. This analysis is conducted by Dornier Consulting International and SeConS Development Initiative Group within the project "Gender Quality in Transport in Serbia", for the Ministry of Construction, Transport and Infrastructure and the Coordination Body for Gender Equality. The goal of the project is to provide support to the Government of the Republic of Serbia **in understanding gender aspects in the transport sector in Serbia and in preparation of the Action Plan for integration of gender equality principles in the National Transport Strategy.**

With the aim of collecting data for implementation of the gender equality analysis, there will be, inter alia, in-depth interviews realized with employees in transport companies which have to provide information about different functioning of these companies, which are highly significant for the process of gender-based analysis. Interviews will be confidential, so you are not obliged to convey your opinions stated during the interview to anyone and your statements will not be further attributed to you personally. Namely, information provided during the interviews will be stated in the report without names or any other personal information that could reveal your identity. Also, you are not obliged to answer to questions that make you feel uncomfortable and the interview may be terminated in any moment, if you wish so.

We wish to thank you for your interest and willingness to participate in the process of collecting data for implementation of the gender-based analysis. Should you have any further questions regarding this process, please feel free to post questions before we start the interview.

PARTICIPANT STATEMENT:

I agree with the following:

- I have read the abovementioned text and I have understood the purpose of the study and what it includes;
- I understand that if I decide to terminate participation in this study for any reason, I may inform the researchers, who will immediately exempt me from the study;
- I understand that information obtained during the study will be kept in secret in accordance with the Law on Protection of Personal Data;
- I understand that participation or refusal to participate in this study will not in any way jeopardize or foster available services/activities;
- I understand that obtained information will be used for preparation of the report. Confidentiality and anonymity of data will be guaranteed and it will not be possible to identify individual persons according to any publication.

Date, respondent's signature

Date, researcher's signature