

FAIR TRANSPORT FOR EUROPE PRESENTS



SECURITY
ON THE TRAIN



SAFETY
ON THE TRACKS

YOU'RE WELCOME

ONBOARD STAFF ARE VITAL FOR PASSENGER COMFORT AND SAFETY



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TRANSPORT**

WELCOME ON BOARD

Many train companies and politicians think we should cut onboard staff, leaving drivers and passengers alone. This destroys jobs, excludes vulnerable passengers and risks everyone's safety. Keep us on board!

YOUR SECURITY

We are the friendly human face onboard the train. We ensure the security – and play a vital role for the safety of the passengers during the journey. We collaborate with the police in preventing violence, vandalism, aggression and anti-social behavior.

We attend to the needs of all kinds of passengers: The young, the elderly, women and men. We pay particular attention to the needs of those who need it most, e.g. the disabled whom we have been trained to help in the best way possible.

We carry out commercial tasks like ticket inspection to make sure everyone pays for the journey. We also provide information about connecting trains, change of platform and much more.

YOUR SAFETY

We are vital for the safety onboard the train and to good operation with tasks such as closing of doors and the departure of the train.

We make sure the departure is always safe and the train is on time.

We care for the safety of the passengers and safe evacuation in case of accidents regardless of time or place. No matter if there is a fire or derailment or broken overhead wire – and no matter if it is in the station, in between stations, in a tunnel or a bridge.

We especially play a vital role during irregular train operation or accidents.



KEEP US ON BOARD

THE ONBOARD TRAIN STAFF

The onboard staff play a key role when it comes to your security and safety during your journey. Especially for children travelling alone.

Each year we prevent a significant amount of violations. From flashers and exhibitionists to sexual offenders, prowling for a victim among lone and particularly young passengers. We call on the police and make sure everyone is safe and sound.

We are trained in hearing sounds you cannot see on a monitor. And most importantly, we can hear and differ between the sounds that should and shouldn't be there – and we intervene before a dangerous situation can occur.

We are present in the train and can quickly smell and/or detect if there is smoke. Even if it is in a hidden place in or outside of the train. We react before automatic systems do. We have received a thorough and long training in doing just that.

This also goes for acts of terrorism where we look for patterns, we observe behavior and keep a vigilant eye on luggage and the like.

THE ENGINE DRIVERS

The engine driver makes sure that you're taken safely to your destination with speed and ease – and that you can take safety for granted. The engine driver is in front of the train which often isn't the optimal place to make sure that no passengers get caught in the closing doors. Especially in dark conditions, during bad weather or at crowded or curbed platforms. That's why the engine driver collaborates with the train staff every day to ensure the safety at each departure.

The engine driver may also notify the staff if a smoke detector is activated. The onboard staff will then immediately perform an inspection and verify if the alarm is false. The engine driver can thus focus on getting the passengers to their destination without unnecessary delays.

And in case of an emergency on board the train the engine driver will focus on taking the train to a suitable station whilst the onboard staff can perform first aid and make sure the patient is attended to by medical staff as quickly as possible. And that the police are called for, if necessary. This often saves lives.

THE ETF CAMPAIGN

European Transport Worker's Federation organize all railroad workers in Europe. We are campaigning to ensure the continued presence of train staff onboard.

The train staff will perform a wide variety of tasks. They do much more than check the tickets. In fact, they are your guarantee of a qualified person on board the train to deal with any kind of situation during your journey.

To ensure the necessary level of safety and service it is essential with qualified and professional staff on board. They must be well trained and provide information, service and make sure that safety is top priority.

For the security of the passengers and in order to make your journey pleasant.

Without competent staff onboard the train you cannot expect a good level

of service or that the different needs of the passengers will be attended to during a train journey.

Cutting costs by removal of the qualified onboard train staff goes directly against political ambitions of better public transport – with more passengers.

With this campaign the ETF wants to encourage and urge railway companies and governments to acknowledge the importance of qualified onboard train staff – and to put a stop to more and more trains running with driver only operated trains.



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