

YOUR SAFETY AND COMFORT: OUR PRIORITIES!



**CAMPAIGN TO KEEP TRAIN CREWS
ON THE TRAINS**



YOUR COMFORT



- We guarantee a human presence on-board of trains to assure passengers comfort. We have an important role in assuring security for passengers on-board of trains by preventing, in coordination with the police, aggressions, violence, vandalism and incivilities.
- We provide assistance to all categories of passengers: young and elderly, men and women. In particular we can provide – if desired – assistance to persons with disability and/or reduced mobility for which we shall receive specific training.
- We carry out commercial tasks such as giving information, indicating connections, checking and selling tickets and more.



YOUR SAFETY

- We play an important role in operational safety of the rail system with tasks such as door checking and train departure, assuring safe and punctual running of trains.
- We play an essential role in passengers' safety, making sure that the rules for a safe travel are respected and guaranteeing safe evacuation in case of incidents or accidents in different circumstances and locations (fire, station, tunnel, derailment, etc.)
- We play a particular vital role in degraded situations and/or accidents.



THE ETF CAMPAIGN

The European Transport Workers' Federation, which brings together railway trade unions from all over Europe, is campaigning to keep train crews on the trains.

On-board staff is carrying out many tasks, not just checking tickets. They guarantee for competent human presence on-board in any kind of circumstances during the journey.

To ensure safe and secure passenger services of high quality it is necessary to have professional train crews on all trains, who are well trained in safety, security and passenger service matters...

... so that passengers can feel comfortable and benefit from a good transport experience.

The presence of competent personnel on board is an essential condition to achieve a high quality service to meet the transport needs of the people.

Saving costs by abolishing professional train crew from the trains goes against the objective to keep and attract more people to rail passenger services.

The ETF and its affiliates ask rail companies and authorities to recognise the importance of professional train crew in trains and stop with a policy of trains without human contact.

THE EUROPEAN DISABILITY FORUM

"EDF supports the ETF campaign because persons with disabilities and reduced mobility should have the choice how to be informed and receive assistance if needed when they are travelling. While the ultimate goal is accessible and independent travel, on-board staff provides a valuable link to make rail travel a reality because stations and trains are not fully accessible. Furthermore persons with disabilities and reduced mobility, like all other passengers, appreciate comfort, quality service and a safe and secure travel environment."





**EUROPEAN TRANSPORT
WORKERS' FEDERATION**

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