



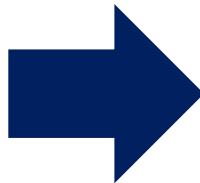
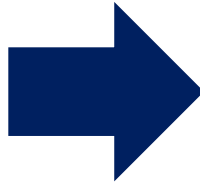
# **Activities on rail security for passengers and workers, with special focus on terrorism and third party violence**

Brussels, 13 October 2016

CER Social Dialogue Plenary

# The evolution

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GSM-R national  
number 1600

# FS Group Security Measures

## Physical security measures

- TVCC in stations
- TVCC on board
- Gates in major stations
- Security Control Rooms (Rome HQ, Regional Departments)
- Emergency Number 1600
- Railway Police patrols in stations and on board
- Committees with Railway Police at national and regional level for discussing security problems



## Organizational security measures

- Security staff department for RU and IM
- Legal assistance for employees in case of aggressions
- Psychological assistance for employees
- Education program for train staff on anti-aggression
- Self defence course for security staff
- Anti fare evasion teams on regional trains
- Emergency exercises
- Awareness campaign



**STAI ATTENTO!** *Fai la differenza*  
**BE AWARE!** *Make a difference*





# Gate Project



# GSM-R Railway Call Dial number 1600

By dialing the national number “1600” GSM-R mobile users on board, which are «registered» to a functional number (train conductors, train guard, security staff, railway police, etc.) are automatically connected to the closest railway police control room (15 on the national territory).

The image displays a screenshot of the ViaggiaTreno website interface. At the top, there are navigation links: "I siti del Gruppo", "Lavora con noi", "FSnews", and "FS social network". The main content is a map of Italy with a network of railway lines. Three high-speed trains are shown on the map, each with a mobile phone icon on its roof. Three blue arrows originate from the map and point to three separate icons of a railway police officer, each accompanied by text:

- Regional Railway Police Control Room - Milan** (connected to the northern train)
- Regional Railway Police Control Room - Rome** (connected to the central train)
- Regional Railway Police Control Room - Palermo** (connected to the southern train)

On the left side of the website interface, there is a sidebar with several utility buttons: "Treno - Stazione", "Imposta Viaggio", "Stampa il tuo arrivo", "Meteo", "News", "Come Funziona", "Note Legali", and "Contatti". At the bottom left, the logo for "FERROVIE DELLO STATO ITALIANE" is visible.

# Trenitalia project on nominative tickets

Buy ticket

Travel

Police check



Check identity on board

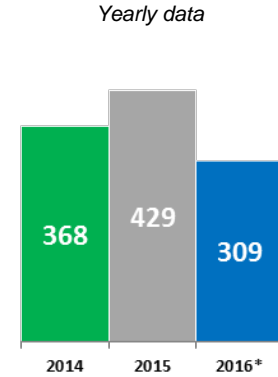
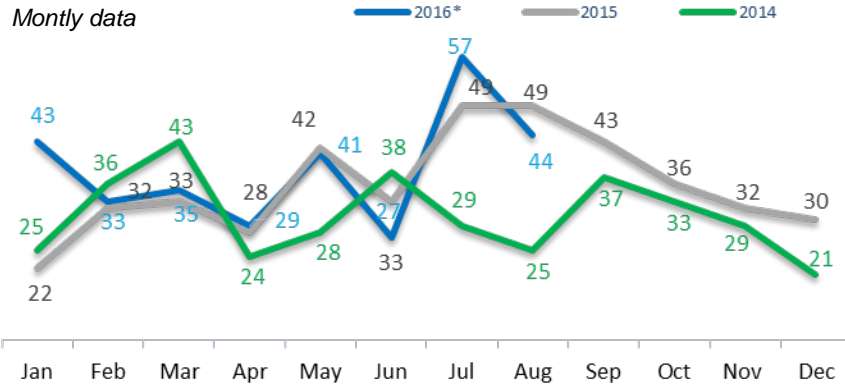


Database



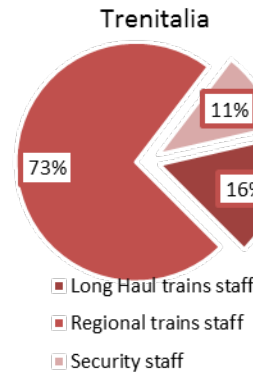
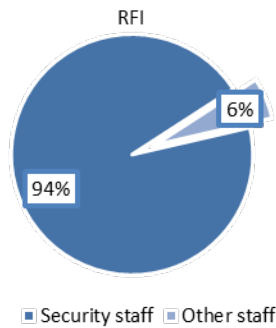
# Aggression towards staff

## Aggression toward railway staff FS Italiane

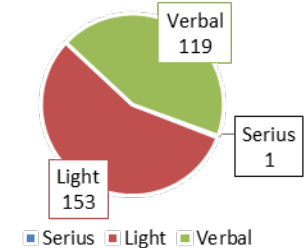


\* 2016 data updated to August

### 2016 (RFI - Trenitalia)



### \*\* Type of aggression - Trenitalia



# Anti-Aggression Training

## The context

- Focus on scenario analysis and on the critical situations where railway employees need to intervene

## The individual instruments

## The team

- Develop the individual tools which may be used by the single employees for the prevention or management of possible critical situation in order to guarantee personal and collective safety
- Understand the importance of a team as a resource for a quicker and safer action of its own mission



- Experiment critical situations by using all possible resources for the identification of possible «rule set» for their resolution



# Security staff Self Defence course

- *Self defence tools (Pepper Spray)*
- *Self defence techniques (Krav Maga)*

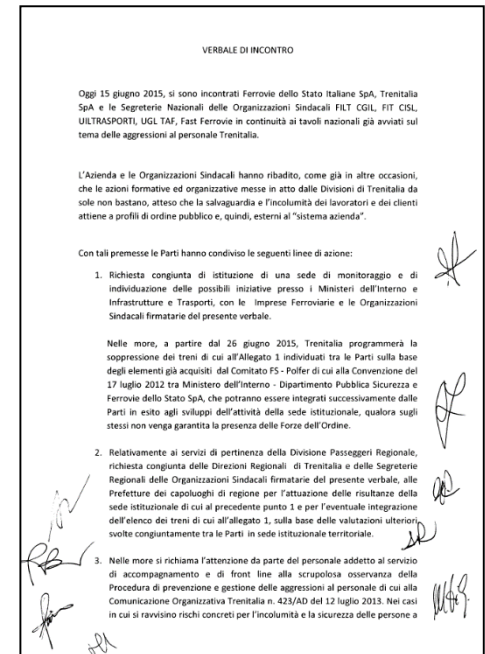


# The agreement FS Italian trade unions

**On 15/6/2015 FS Group and the national trade unions signed an agreement for enhancing security patrolling in collaboration with railway police on specific trains**

The parties agreed on:

- Presenting the list of trains to Italian Prefectures, responsible for public order in the area, to allow them to enhance police activities
- Focusing on the company procedures for «company victims of aggression»
- The possibility for the employee to interrupt temporarily the control service in order to facilitate police intervention
- The continuation of the educational program for train guards on behavioural aspects which aims to increase prevention of possible critical situations



# Trenitalia «anti fare evasion pool»

Starting from 2015 a dedicated anti fare evasion pool with employees from different departments has been created to cooperate with train staff for the prevention of antisocial behaviour during fare evasion checks

## ACTIVITY

- Anti fare evasion check in station during train departures
- Check on board in collaboration with train staff
- Passengers and staff assistance during critical situations (rush hours, supporters transportation, etc.)
- Around 150 employees in 2 geographical areas

## 2015 Results:

- |                                 |           |
|---------------------------------|-----------|
| ■ Monitoring activity:          | 32        |
| ■ Passengers checked:           | 1.097.506 |
| ■ Trains patrolled:             | 3.625     |
| ■ Police intervention requests: | 538       |





# Awareness campaign

ENGLISH



**POLICE FORCES AND FERROVIE DELLO STATO GROUP ARE DAILY ENGAGED IN ORDER TO PROTECT AND INCREASE SECURITY FOR PASSENGERS, BOTH ON THE TRAINS AND IN THE STATIONS.**

**A FEW SIMPLE ADVICES FOR A SECUR AND UNTRUBLED JOURNEY**

## In the station

Make difficult pickpocket's life. They are not so many, not at all, but very quick.

- Look after your luggage and never lose sight of it. Unattended luggage will be checked by the police.
- Keep travel documents separated from your money inside your pockets; always keep your bags closed.
- Entrance hall, ticket offices and self-services machine areas are the favourite places for pickpockets. Prepare money for tickets in advance avoiding to show to the people around you possession of other valuable.
- Don't accept rail tickets by unknown persons. Purchase rail tickets exclusively through the official Trenitalia channel of sales, illegal transactions can hide under different form of sales and/or sales at "interesting prices" and you could become victim of a fraud as well as accomplice in a crime.
- Don't purchase services (taxi, hotel accommodation, sightseeing, luggage carrier) and goods (food items, articles of clothing, gift and household articles) from unlicensed persons.
- Pay attention to your personal belongings when you get on and off the train.
- For information, contact exclusively the rail staff.

## in parking lots

- Make sure your vehicle has been locked and don't leave any objects at sight on the compartment, luggage unattended while locking and unlocking the vehicle.

## in subways

- Pay attention in case of overcrowding and don't stay longer than required.

## on the train

- Don't leave valuables unattended in the train compartment, even if for a short time (mobile phone, computer, credit card, documents...)
- If travelling overnight, keep your valuables in a place that is not easily accessible to others; in the sleeping wagon, don't forget to lock your compartment.
- Beware of any unlicensed seller who, telling you touching stories, tries to take advantage of you for illegal purposes.
- Keep an eye on your luggage at the arrival and departure of the train.
- Always hold your rail tickets
- Refuse any leaflets and tickets requiring money; don't contribute to increase the collection phenomenon.




## in the rail line

- For information and queries, contact exclusively the rail staff, informing them of anything suspicious which may occurred through a direct phone call, a prompt intervention of Police Forces, if necessary, will take place.
- Don't cross a railway level-crossing if the barriers are down or are being lowered
- Never attempt to get on and off the train on the go.
- Don't lean out from the window and don't cross the railway lines.

## A FEW OF THE MOST COMMON TRICKS USED TO TRY TO STEAL FROM YOU

- TAKE ADVANTAGE OF TRAIN STOPS TO STEAL VALIABLES TEMPORARILY UNATTENDED. BUMP INTO THE VICTIM
- USE A SHEET OF CARDBOARD, NEWSPAPER OR A COAT TO COVER HAND MOVEMENT DURING THE PICKPOCKETING
- CAUSE A CROWD WHEN GETTING ON AND OFF THE TRAINS
- DIRTY THE VICTIM ON PURPOSE AND THEN OFFER HELP.
- ASK FOR INFORMATION TO DISTRACT THE VICTIM WHILE AN ACCOMPLICE TAKES ADVANTAGE OF YOUR DECREASED ATTENTION
- TELL YOU TOUCHING STORIES TO THEN ASK FOR MONEY


**If you feel you are being harassed or bothered or you fear that something is going to happen to you, contact the railway police at the following telephone numbers or the Ferrovie dello Stato staff**




# Treni

# e SICUREZZA

CONSIGLI PER CHI VIAGGIA



Trains  
and  
SECURITY

RECOMMENDATIONS FOR TRAVELLERS





# Be aware! make a difference



**Ferrovie dello Stato Italiane e Polizia Ferroviaria** lavorano insieme per la sicurezza dei viaggiatori.

Proviamo ogni giorno a mantenere alti gli **standard di sicurezza**.

La campagna informativa di opuscoli, vademecum e annunci sonori con i consigli per riconoscere e quindi evitare gli stratagemmi utilizzati dai malintenzionati, viene arricchita da una nuova cartellonistica specifica sulle situazioni di rischio in cui possono incorrere i viaggiatori.

Ciò che aspettano i borseggiatori e i truffatori sono i momenti in cui maggiore è la tua distrazione, quando **stazioni e treni sono più affollati**.

## **STAI ATTENTO!** *Fai la differenza*

L'adozione dei comportamenti preventivi, riportati in questo leaflet, ti aiuta ad evitare di diventare vittima di furti e truffe.

**Ferrovie dello Stato Italiane (the Italian State Railways) and the Railway Police authorities** work together to ensure the safety of travellers.

Every day, we do our very best to maintain high **safety standards**.

The information campaign consisting of brochures, advertisements and announcements, including tips to help travellers easily identify and avoid tricks of the trade used by ill intentioned individuals, is being complemented by new posters identifying specific risk situations that travellers may be subjected to.

Pickpockets and scammers typically rely on moments of high distraction on the part of the traveller, when **stations and trains are very crowded**.

## **Be aware!** *Make a difference*

The adoption and awareness of preventive behaviours described in this leaflet, will help you avoid becoming a victim of theft and fraud.



Polizia di Stato

**STAI ATTENTO!**  
*Fai la differenza*

**BE AWARE!**  
*Make a difference*





Polizia di Stato

# Emergency messages to the public

Instruments for communicating to the public in case of emergencies/critical situations in stations and on board:

- «Push notification of short messages under WiFi station coverage
- Emergency short messages from Telecom national operators
- Messages broadcasting with FSNews radio
- Emergency messages on panels in stations



**Free WIFI in Roma Termini now available.**  

Discover how to use the service.

In Roma Termini Station the free WIFI is now available! Find the network FREE WIFI ROMATERMINI and connect with your smartphone, tablet or Notebook and you will be able to surf the web for 15 minutes. But with AROUND STATION you will have free access to our network for how much you want, in three easy steps: download the app.