



Anti-social behaviour in the railway environment and aggression against railway staff

COLPOFER WG Anti-social behaviour

Bruxelles, October 9th 2015

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History

- A special department set up by SNCF in September 2012 is in charge of the prevention and management of anti-social behaviour (incivilities).
- The COLPOFER anti-social behaviour working group was created in early 2013.
- *The objective is to exchange good practices about anti social behaviour and aggressions against railway staff.*

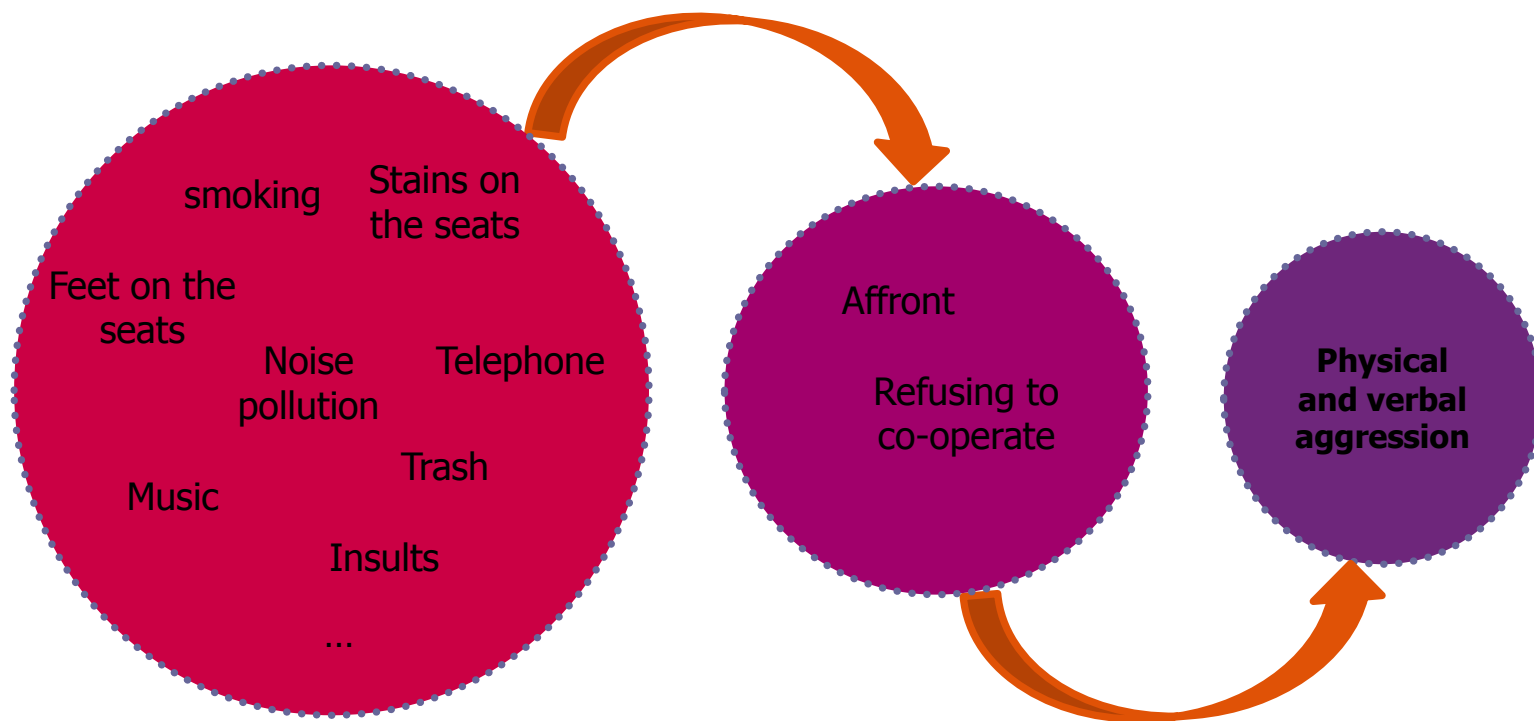
Antisocial behaviour : a familiar notion

- ⇒ Reminds us of familiar situations, that we have all lived, either as participants or as victims.
- ⇒ Antisocial behaviour is present throughout society, including at railway companies (particularly exposed in the field of public transport).

Antisocial behaviour : a complex notion

- ⇒ A concept related to unwritten and subjective social norms (politeness, respect, culture).
- ⇒ Anti social behaviour generally falls outside the penal domain which tends only to consider offences and crimes such as physical aggression, murder, rape, etc.
- ⇒ Anti social behaviour covers situations which constitute hindrances to both tranquility and the provision of good service.

Anti social acts, by their repetition, mean that we end up «getting used to them», then they become «tolerated» and that can lead to offenses.



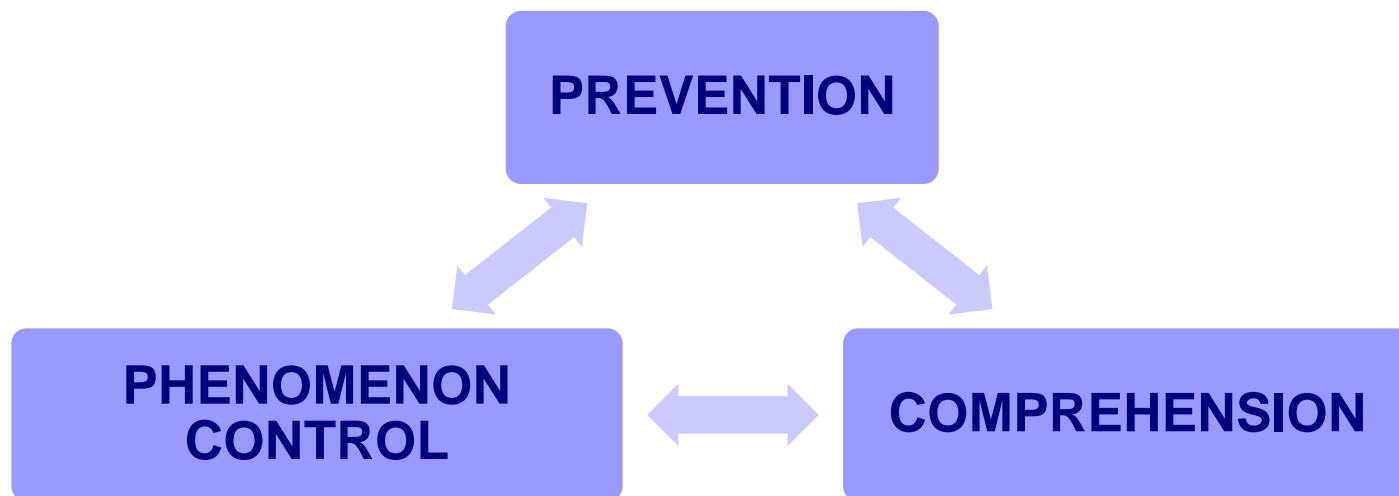
Stakeholders in the railway sector concerned with antisocial behaviour



The evolution from anti social behaviour to conflict

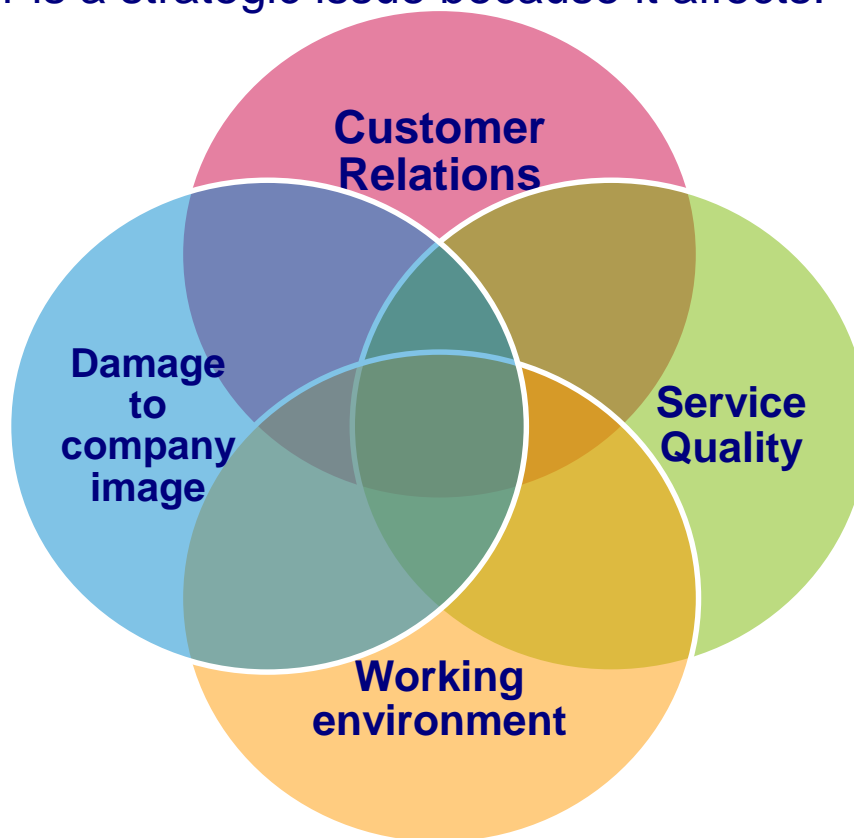
Anti social acts can cause peaceful situations between individuals to degenerate rapidly.

The study on incivilities should allow better understanding of the situation and development of actions of:



Antisocial behaviour : a question of strategy for railway companies

Antisocial behaviour is a strategic issue because it affects:



Deterioration of the company's economic and human performance

Antisocial behaviour : a question of strategy for railway companies

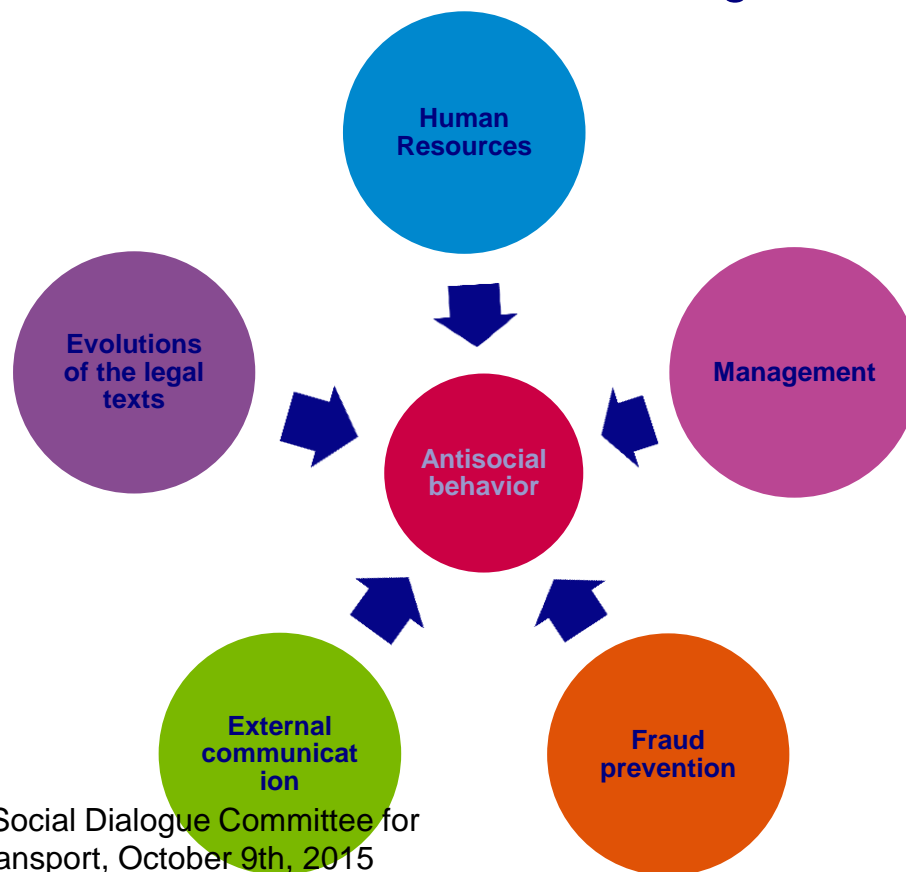
Antisocial behavior threatens fundamental issues for railway companies.



Antisocial behaviour : a question of strategy for railway companies

Antisocial behavior affects railway companies human resources with costly consequences in terms of absenteeism and damage to staff motivation.

Antisocial behavior impacts a wide range of professional sectors:



The COLPOFER Questionnaire

SURVEY EUROPEAN RAILWAY COMPANIES FACING ANTISOCIAL BEHAVIOUR



European railway companies, because of their different cultural identities, often approach and treat antisocial behaviour differently from their neighbouring countries - this was an opinion shared by members at meetings in 2013. This year, COLPOFER would like to propose this survey on the phenomenon; its aim is to assess the extent of antisocial behaviour at a European level and to evaluate the effectiveness of the various responses provided by railway companies.

Antisocial behaviour is everyday "violence" covering individual or collective behaviour which does not respect normal rules of social conduct (not letting people get off before boarding, pushing, spitting, smoking, using mobile phones in quiet areas, talking loudly ...).

➤ In your country and in your company, do you feel that antisocial behaviour can be observed :

- Daily
 very often
 not very often
 never

➤ Are the management and the prevention of antisocial behaviour a priority for your company?

- Yes
 No

➤ In your organisation, which sectors (*Human Resources, communication, security...*) are responsible for, or connected with the management and the prevention of antisocial behaviour?

.....

➤ In your organisation, what are the 5 most common types of antisocial behaviour?

1.
2.
3.
4.
5.

➤ At what level does this antisocial behaviour occur (customers, staff...)?

.....

➤ Where is it most likely to occur? (Stations, trains....)

.....

The COLPOFER Questionnaire



SURVEY EUROPEAN RAILWAY COMPANIES FACING ANTISOCIAL BEHAVIOUR

➤ What are the main solutions provided by your company for the management and prevention of antisocial behaviour?

Regarding the prevention of situations favouring antisocial behaviour

.....

Regarding penalties for antisocial behaviour

.....

➤ In your opinion, do customers have a role to play in promoting good social conduct? If yes, in what way?

Yes - in what way?

.....

No – Why ?

➤ According to you, what is the impact on :

your customers?

.....

your staff?

.....

➤ Antisocial behaviour, a true social phenomenon, can impact other companies or institutions. Do you work in partnership with other organizations? If yes, how?

Yes – How?

.....

.....

No

Information about your railway company

➤ Company name :

➤ Department :

➤ Country :

➤ Contact :

.....

COLPOFER would like to thank you for your time and requests that you return the completed questionnaire to the following address: colpofer@sncf.fr The results will be presented at the next COLPOFER meeting in autumn 2014.

Results of the COLPOFER study: An intuitive definition of antisocial behaviour, which varies according to interlocutors and countries

« behaviour which differs from that of the majority and which disturbs others »

- A subjective phenomenon, which depends on the context, the sensitivity, the culture and the country of each COLPOFER member,
- A mix between non-compliance with the rules and social behavior judged non-compliant,
- Different legal and regulatory environments from one country to another,
- Different social and societal environments,
- Different railway organizational reference models.

SOME ACTIONS TAKEN BY






The antisocial behavior pamphlet



UNE INCIVILITÉ, ÇA PEUT VITE COÛTER CHER.



 45€*	 45€*	 45€*	 45€*	 169€*	 169€*	 169€*	 169€*
 Refus d'obtempérer à l'injonction d'un agent	 Utilisation d'un appareil sonore	 Détérioration légère de matériel	 Non respect de l'interdiction de fumer	 Outrage	 Mendicité <small>Peine d'amende jusqu'à 1500€*</small>	 Usage injustifié du signal d'alarme <small>169€* ou 6 mois d'emprisonnement et 3 750€* d'amende si usage avec intention de troubler la circulation des trains.</small>	ÊTRE CIVIL, ON A TOUS À Y GAGNER.



*Tarifs en vigueur au 24 janvier 2013, n'incluant pas les frais de dossier.

The national communication campaign

From the 22nd November to the 5th December 2014, a national campaign was run in the larger French stations (about 1800).



Sectorial Social Dialogue Committee for
Rail Transport, October 9th, 2015

IL N'Y A PAS DE
PETIT PAPIER
PAR TERRE.
IL N'Y A PAS DE
PETITE INCIVILITÉ.

AGISSONS ENSEMBLE. TOUTES NOS ACTIONS SUR SNCF.COM



IL N'Y A PAS
DE PETITS PIEDS
SUR LES SIÈGES.
IL N'Y A PAS DE
PETITE INCIVILITÉ.

AGISSONS ENSEMBLE. TOUTES NOS ACTIONS SUR SNCF.COM



Since 2006, a law prohibits to smoke on the stations and the platforms

Small anti-social behavior doesn't exist

The citizen/railway worker conference

ACTION TO RAISE PUBLIC AWARENESS ON ADOPTING APPROPRIATE BEHAVIOUR WHEN TRAVELLING

The « Conférence citoyenne » gathered about 15 to 20 people representative of the diversity of cultures found in the French population. The aims of the meeting were:

- to address the social phenomenon of antisocial behaviour.
- to explore with our clients different ways of communication in order to reduce incidences of antisocial behaviour.

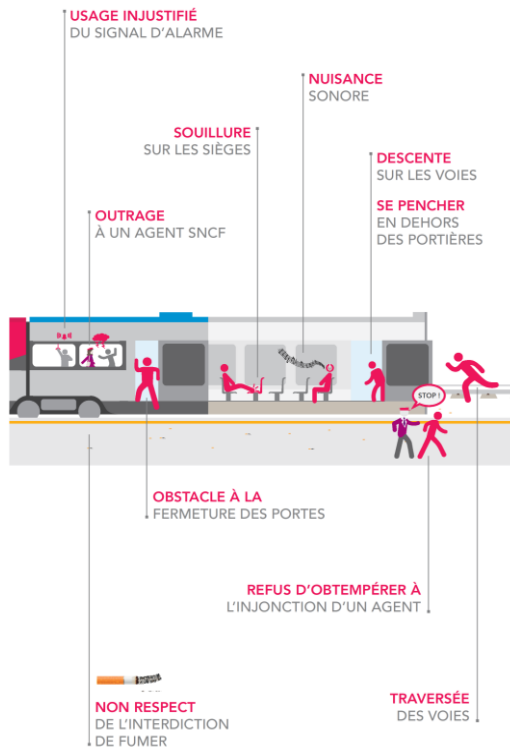
A good example of COLPOFER co-operation was the participation of Mégan Zangerlé, from SNCB, during the “Conference Citoyenne” organized in France.



Examples of Regional Actions

SEMAINE DE LA TRANQUILLITÉ

LES INCIVILITÉS NUISENT À LA TRANQUILLITÉ DE NOS VOYAGES QUOTIDIENS ET PEUVENT COÛTER CHER.



PAINTING AT THE ENTRANCE TO RENNES STATION TO FIGHT AGAINST GRAFFITI

