

RAILWAY SECURITY FOR PASSENGERS AND WORKERS

OVERVIEW OF SNCF POSITION

Sectoral Social Dialogue Committee
Rail Transport

13 OCTOBER 2016, BRUSSELS
VINCENT DEDECKER

-

SNCF SECURITY DIRECTORATE – INTERNATIONAL DEPARTMENT



AGENDA :

SAFETY IS IN SNCF DNA
SECURITY IS HIGH ON OUR LIST

- 1 – SNCF SECURITY,
ORGANISATION AND PARTNERS
- 2 – OUR ACTIONS FOR STAFF AND CUSTOMERS
- 3 – OVERVIEW OF OUR RESPONSE
TO CURRENT THREAT



-

1 – SNCF SECURITY, ORGANISATION AND PARTNERS

-

SNCF SECURITY DIRECTORATE – INTERNATIONAL DEPARTMENT



WHAT IS SECURITY AT SNCF ?

- **Ensuring the security of :**
 - ⇒ Our customers and employees
 - ⇒ Railway operations
 - ⇒ Railway property
- **Every day on the SNCF network :**
 - ⇒ 21 people assaulted
 - ⇒ 2,800 minutes lost
 - ⇒ 1.2 Million euros invested (2013)
- **A specialised SNCF railway security service :**
 - ⇒ the Surveillance Générale (SUGE) (about 3,000 officers)
- **Partnerships and cooperation with the authorities at both national and local levels**
- **Supervision of contracted security companies in partnership with the SNCF**



ORGANISATION

EVERYDAY SECURITY MISSIONS

The train and station security is our number one priority.

- ⇒ Our railway security officers patrol 650 trains and 750 stations every day

Throughout our 33,000 km network, SNCF Security is responsible for the monitoring and protection of the railway, its employees and customers against :

- ⇒ Theft and assault
- ⇒ Vandalism and graffiti
- ⇒ Fraud and fare evasion
- ⇒ Metal and equipment theft
- ⇒ Malicious acts and antisocial behaviour...



SNCF financial and economic security

SNCF SECURITY DIRECTORATE – INTERNATIONAL DEPARTMENT



ORGANISATION

Who are the SUGE officers ?

- ⇒ have a preventive role within SNCF premises
- ⇒ must be sworn in and certified
- ⇒ are allowed to carry weapons
- ⇒ report through a "*procès verbal*" (written report), any infraction towards the railway police

What can they do ?

- ⇒ are allowed to conduct a visual check of luggage and a body search, if the owner gave their consent
- ⇒ are allowed to conduct a security pat-down, if the owner gave their consent
- ⇒ can force an individual to get off a train or get out a train station
- ⇒ can forbid access to a train



ORGANISATION

THREE TIME BASED RESPONSE LEVELS

Short term :

Crisis and operation management

- ⇒ National Security Command Centre (PCNS) in Paris
- ⇒ 24h/24, 7/7, 365 days a year
- ⇒ Covers the whole network and supported by regional offices

Medium term :

Event management :

- ⇒ Analysis and Coordination Unit

Long term :

Monitoring of trends in delinquency and crime and planning appropriate response :

- ⇒ Security Observation Unit



2 – OUR ACTIONS FOR STAFF AND CUSTOMERS

-

SNCF SECURITY DIRECTORATE – INTERNATIONAL DEPARTMENT



EXAMPLES OF ACTIONS FOR STAFF

- **Specific training for staff who can fine customers :**
 - ⇒ Includes behavioral and security training as well as legal aspects
- **Fight against anti-social behaviour :**
 - ⇒ Analysis of conflictual relations between staff and customers
 - ⇒ Implementation of techniques to avoid clashes
 - ⇒ Peer to peer best practice exchange, including MOOC
- **Protection of employees travelling abroad : 24/7**
 - ⇒ Monitoring of international risks and preparation of expatriations and business trips
 - ⇒ 24/7 tracking of travellers, contact is kept
 - ⇒ Information and assistance to travellers can be triggered if necessary



ORGANISATION

JUST A PHONE CALL AWAY FROM OUR CUSTOMERS AND EMPLOYEES

- **Emergency phone numbers enable rapid response and coordination from our Command Centre :**

- ⇒ 19 – for our employees
- ⇒ 3117 – for our customers (Phone)
- ⇒ 31177 – for our customers (Text message)
- ⇒ Smartphone app: ALERTE 3117

- **Emergency alarm button for staff at ticket offices**



-

VIDEO PATROLS

MONITORING, SEARCHES, ALARM
WITH CAMERAS INSTALLED IN TRAIN STATIONS OF THE PARIS REGION

- **Number of operations in 2015 :**
 - ⇒ 3,800 initiatives patrol craft
 - ⇒ 2,800 requests from PCNS (decision support instrument)
 - ⇒ 190 planned missions
(fight against fraud, operations with external partners)
- **Video Patrol :** 7 officers in 2x8 shifts.
Real time monitoring of events and risky behaviour
 - ⇒ SNCF uses 36,000 cameras:
 - ⇒ In train station: 12,000 cameras including 8,000 in Paris
 - ⇒ On board: 24,000 cameras (12,000 for Paris area trains and 12,000 for regional trains)



3 – OVERVIEW OF OUR RESPONSE TO CURRENT THREAT

SNCF AND THE TERRORIST THREAT

- **Anti terrorism is the responsibility of the State**
- **SNCF in charge of the security of customers, staff and population within State guidelines**

*« No one can reduce the terrorist risk to zero.
But changing our behaviour to more vigilance,
more reporting of suspicious facts,
combined with the action of our Security Force
and of the authorities
can deter terrorist from attacking trains and stations »*

Reference : SNCF internal guidelines for staff

SNCF ACTION PLAN FOR TRAINS & STATIONS

- 1. Optimize human presence**
- 2. Develop and implement technical solutions**
- 3. Raise everyone's level of vigilance and awareness**
- 4. Prepare contingency and resilience plans**

-

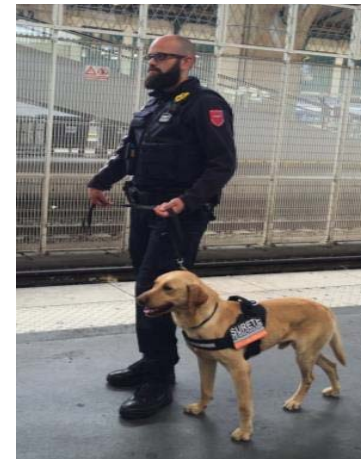
OPTIMIZED HUMAN PRESENCE

- **Vigipirate (government anti-terrorist plan)**
 - ⇒ Soldiers and Police staff in stations
- **Internal SNCF security force : SUGE**
 - ⇒ 3000 armed and highly trained security staff : focus on stations
 - ⇒ New law allows armed undercover missions for Suge staff
 - ⇒ New law allows luggage checks
 - ⇒ New law will allow body cameras
- **More contracted private security agents**



TECHNICAL SOLUTIONS

- **36 000 CCTV cameras**
 - ⇒ Deployment of video analytics
 - ⇒ Video patrol
- **Training of agents to detect unusual behaviours**
- **Archway metal detectors and Xray for Thalys**
- **Deployment of explosive detection dog units**



-

RAISING STAFF AWARENESS

- **Overall communication towards staff :**
***What to do* guidelines**
⇒ With specific kit for train drivers, station staff and conductors
- **Spot signs of radicalisation : training of key managers**
- **Corporate SNCF buildings and depots secured, strict access control**



-

DEVELOP SECURITY CULTURE : NATIONAL AND RAILWAY ACTIONS

- How to react in case of a terrorist attack
- National signage for security advice
- New communication in stations
 - ⇒ Signage
 - ⇒ Public announcements
- Focus on unattended luggage



TORATE – INTERNATIONAL DEPARTMENT



THANK YOU FOR YOUR ATTENTION



SNCF SECURITY DIRECTORATE – INTERNATIONAL DEPARTMENT

