

MANAGEMENT OF REFUGEE CRISIS

GUIDANCE FOR RAILWAY STAKEHOLDERS

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100 YEARS
ANNIVERSARY 

INTERNATIONAL UNION
OF RAILWAYS

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CONTENTS

1.	WAR IN UKRAINE & THE RAIL SECTOR	5
1.1	Context.....	5
1.2	UIC Refugee Task Force	7
1.3	Solidarity with Ukraine	7
2	ABOUT THIS GUIDANCE.....	10
2.1	Methodology for the Questionnaire	11
3	POTENTIAL RESPONSE MEASURES	12
3.1	Supporting the Evacuation of Refugees – on Trains.....	12
3.2	Supporting Refugees - in Stations	14
3.3	Effective Communication Measures on trains, in stations and on company produced media	19
3.4	Measures for the staff.....	23
3.5	Cooperation with humanitarian organisations	23
3.6	Security issues & measures for Refugee Crises.....	24
3.7	Transporting Humanitarian Aid	28
3.8	Summary.....	29
4	ANNEX	31
4.1	Questionnaire on railway measures related to Ukrainian refugee crisis.....	31



1. WAR IN UKRAINE & THE RAIL SECTOR

1.1 CONTEXT

On February 24, 2022, the Russian Federation launched a military invasion against Ukraine. Millions of people have been forced to flee from Ukraine or relocate within the country. The crisis in Ukraine has escalated, destroying civilian infrastructure and causing civilian casualties, forcing people to flee their homes in search of protection. Rail is a crucial component of critical infrastructure. During the war, the railway is targeted as it plays a key role in the transportation of goods and people. Despite substantial damage

to the railway infrastructure and the ongoing threat, Ukrainian Railways continually strives to evacuate the people and the wounded as a result of the conflict, as well as carry humanitarian aid into the country. Trains transported 200,000 refugees per day during the most challenging times, and the railways' modes of operation changed significantly. Timetables were released the night before departure or changed at the last minute for safety reasons, and trains carried far more passengers than the standard allowed.

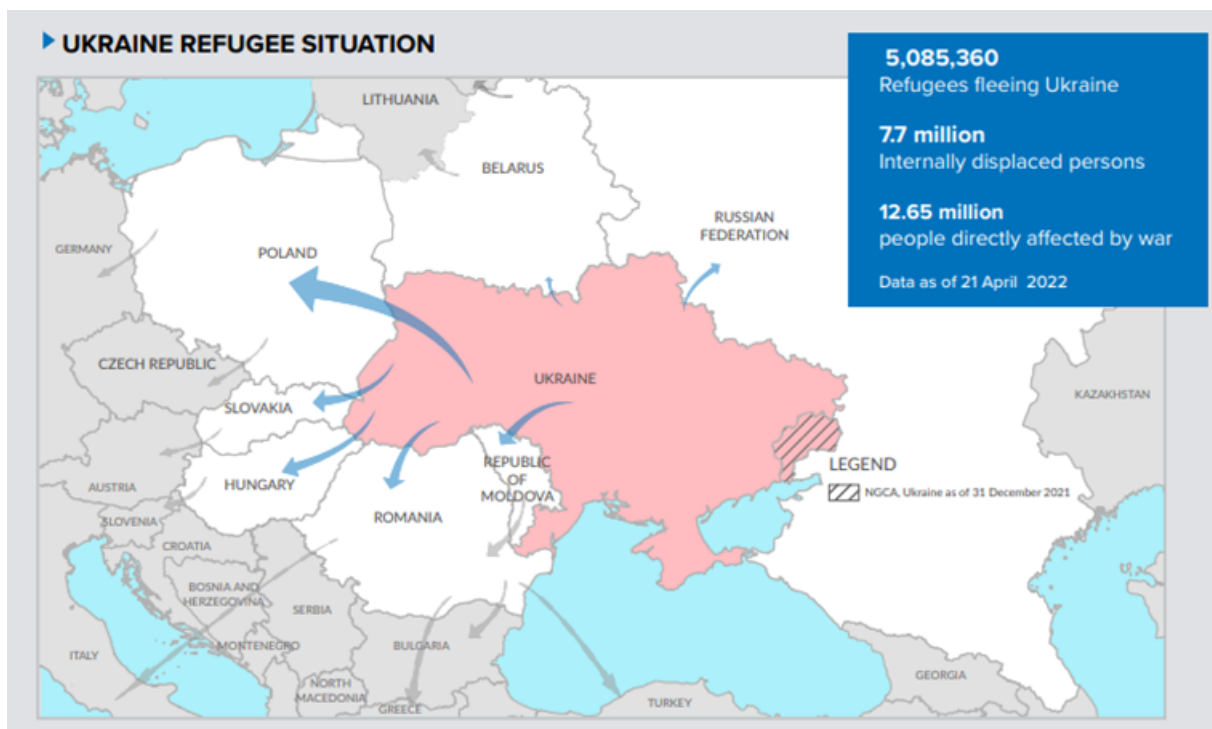


Figure 1 Ukraine refugee situation (data as of April 21, 2022)
source: UNHCR, Ukraine Situation Flash Update #9

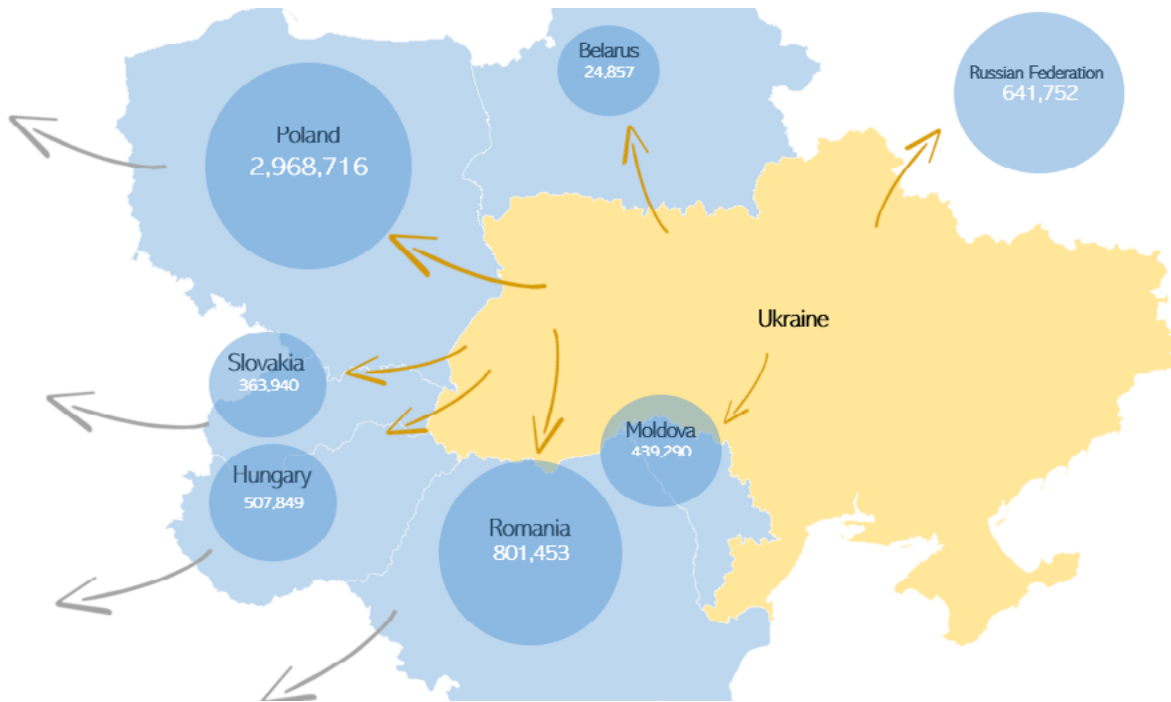


Figure 2 Refugee influx from Ukraine in neighbouring countries (data as April 27, 2022), Data source: UNHCR

Over a million Ukrainian refugees travelled into neighbouring countries in the first week, with many more relocating within the country. As of April 20, 2022, over 5 million people have crossed the Ukrainian border. A month after the conflict began, nearly a quarter of Ukraine's population fled the war-torn country. A large number of refugees took the train. In total, Ukrainian Railways evacuated 2,857,785 people from the country's centre and

eastern regions in the first month of the conflict, with 411,572 being transported abroad. Railroad operators in Ukraine's neighbouring countries play an equally important role in the safe movement of refugees.

Ukrainian Railways keeps their website up to date with information on the stations in operation and timetables for evacuation trains.



Figure 3 Information about functioning railway stations in Ukraine Source: <https://uz-vezemo.com/functioningrailwaystations/>

1.2 UIC REFUGEE TASK FORCE



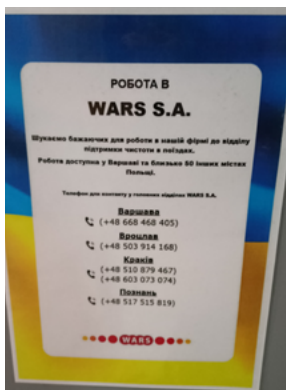
Figure 4 UIC Refugee Task Force members

In the wake of the refugee crisis, UIC has formed a task group made up of UIC member companies as well as other key stakeholders (CER, CIT, ERA, UIRR and UITP) to collaborate on approaches to respond to the situation that are adapted to the railway sector. The task force exchange know-how and identify ideas for the management of migratory flow, bringing information to refugees

and between railway companies for reception of refugees in stations and providing solutions for preserving security.

The suggested measures in this UIC guidance were gathered in February-April 2022 with the goal of assisting railway stakeholders and providing trustworthy information about the specific issues that rail faces when dealing with migratory flows.

1.3 SOLIDARITY WITH UKRAINE



Many railway foundations throughout the world have set up fundraisers and donations for Ukraine. The Italian railways are also prepared to deploy a special medical train to the Ukrainian border or other locations where a small mobile hospital might be needed. Polish railways prepared a special medical train stocked with provisions and blankets for refugees and cars that have been equipped for the care of injured persons.

Railway companies provide a wide range of aid operations as part of emergency and assistance initiatives, ranging from the setting - up of a Ukrainian-language helpline to the provision of housing and even work opportunities. As an example, German Railways launched a job program to enable refugees from Ukraine to work for their company, Deutsche Bahn.

Figure 5 A poster at the Warsaw Central Railway Station with information about employment opportunities for refugees in the "Wars" company



Railway stations have been marked or highlighted with the national colours of Ukraine to show solidarity with the country.

The railway community throughout the world demonstrates solidarity with its colleagues in the Ukrainian railways and with the Ukrainian nation through these efforts, which provide help to those in need.

Figure 6 A large banner in the national colours of Ukraine hangs in the main hall of Berlin Central Station and bears the slogan "#StandwithUkraine"



Figure 7 Helsinki Central Railway Station and the colours of the Ukrainian flag on the tower



2. ABOUT THIS GUIDANCE

The guidance provided in this document is based on the actions taken by the members of the UIC Refugee Task Force in response to military conflict in Ukraine. Similar measures could be used for any refugee crises or migration flow.

The objectives of this document are therefore two-fold:

- To collect and share practices from UIC members on actions already in place; and
- To provide potential measures which could be implemented by the railway sector according to the risk level.

This document is intended for guidance only. Its contents shall be neither considered as definitive nor as requirements. These potential measures are provided as examples and could evolve overtime, depending on changes to the risk level.

Measures provided here within are to be used by railway stakeholders as seen fit and on their own responsibility.

In the spirit of sharing current practices, UIC members and partner organizations provided information through many means: during the Task Force meetings, directly with an email to the Task Force members, or through the exchange information tools as Extranet forum, shared files or LinkedIn group.

Therefore, this document has been enriched with information from all possible sources (whether official, informal, through the press, through social networks, or originating from exchanges between Task Force participants) as long as these sources provide relevant, additional elements to our (on-going) collection of measures and practices.



2.1 METHODOLOGY FOR THE QUESTIONNAIRE

The task force developed and sent out a questionnaire to task force members, which can be seen in the Annex. The questionnaire was to identify what operational and communication measures were adopted by members in response to the refugee crisis in Ukraine. 29 members of the Task Force responded to this questionnaire. Not all respondents answered every question in the questionnaire, which explains some missing/incomplete answers. The questionnaire was distributed in March 2022, therefore the responses reflect this period (March – present).



3. POTENTIAL RESPONSE MEASURES

The examples of measures given below are based on the measures taken by UIC Refugee Task Force Members to deal with the Ukrainian Refugee crisis. However, these measures could be applicable in any refugee crisis.

3.1 SUPPORTING THE EVACUATION OF REFUGEES – ON TRAINS

3.1.1 Free Train tickets for refugees fleeing a war

Railway companies across Europe have expressed unity in response to the war in Ukraine and solidarity with its people. As a gesture of support, railways in Europe made it possible to transport refugees free of charge so that they could get to a place free from the dangers of war. Traveling is free of charge upon presentation of relevant documents (most of the time a Ukrainian ID, work permit or passport stamp showing departure from Ukrainian territory) including on international trains.



Figure 8 Free train tickets for Ukrainian refugees (SNCF, France)

3.1.2 Humanitarian trains

Railway institutions intensively support the evacuation of citizens, for example, by organizing what they are calling “humanitarian trains.” Humanitarian trains are special trains dedicated only refugees from Ukraine to neighbouring countries. The trains run in addition to scheduled trains and are designed to collect refugees from border stations and transport them deep into the country, where they can receive the necessary help. Neighbouring countries from the first days of conflict have started cooperation to dispatch humanitarian trains. It was possible thanks to cooperation with railway companies and authorities (e.g., Ministries of Transport or Ministries of Interior). Humanitarian trains for the evacuation of people fleeing Ukraine were also organized in cooperation with regional carriers who offered their rolling stock.

3.1.3 Additional trains

To support the mass influx of passengers, additional trains could be added to an already existing route. 28% of questionnaire respondents declare they are providing additional trains to transport refugees. The provision of additional trains helps deal with overcrowding at border stations and allows safe transport to various parts of the country and abroad.

Because many refugees choose to travel from France to Spain, French Railways (SNCF) and Spanish Railways (RENFE) collaborated to manage the second high-speed train from Paris to Barcelona. They were also expanding train cars, allowing them to transport 300 extra people every day.

Do you provide additional/special trains for refugees from Ukraine?

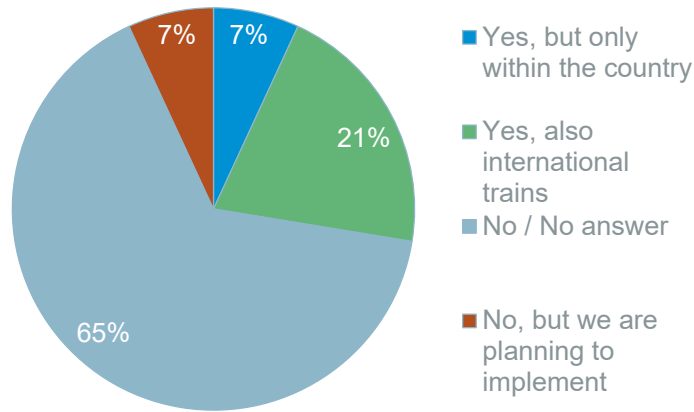


Figure 9 Responses to the question "Do you provide additional/special trains for refugees from Ukraine?"

3.1.4 Additional train carriages

Another way to support the max influx of passengers is to add carriages to already existing trains, therefore increasing the capacity. 55% of questionnaire respondents are using this measure in the Ukrainian Refugee crisis.

Do you provide additional coaches for regular service trains?

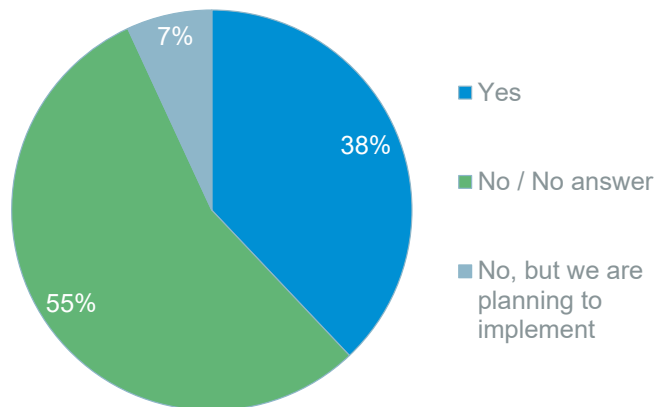


Figure 10 Responses to the question "Do you provide additional coaches for regular service trains?"

3.1.5 (Re)Opening routes

In order to improve the transport of refugees, Polish railways decided to rapidly repair the railway line running from the border with Ukraine, which has been closed since 2010, in order to help thousands of refugees gathered at the border. Unused for 12 years line to border crossing in Krościenko was an additional check-in point for rail transport, which allowed to run additional trains.

3.2 SUPPORTING REFUGEES - IN STATIONS

The railway faced a huge challenge of providing the immediate help for refugees fleeing from war. Train stations became one of the first places where persons traveling by train could seek assistance. Railway companies around Europe reacted rapidly to the crisis, taking all necessary steps to guarantee that everyone arriving at the stations receives the assistance they need. The railway companies co-operated with the local authorities and associations to provide the assistance to the refugees. Railway stations were stocked with food, water, and other essentials.

107,500 refugees are expected to have passed through the Przemyśl Główny train station between February 24 and March 15. Such a large and unexpected flood of people demanded a fast response to arrange the train station to accept them. The station was quickly filled with people willing to help refugees, volunteers, and services. A welcome area, a medical point, a place with food and drinks, and a point with essential needs were all established. Additional chairs and sleeping areas were set up at the station for people who would have to wait longer for their next train.

3.2.1 Establish a Refugee Information Point

Establish an information point for refugees staffed, if possible, by railway personnel (use staff who speak the language of refugees or/and English).



Figure 11 Railway employee providing information to refugees at a train station in Switzerland



Figure 12 Railway employee providing information for refugees at train station in Warsaw

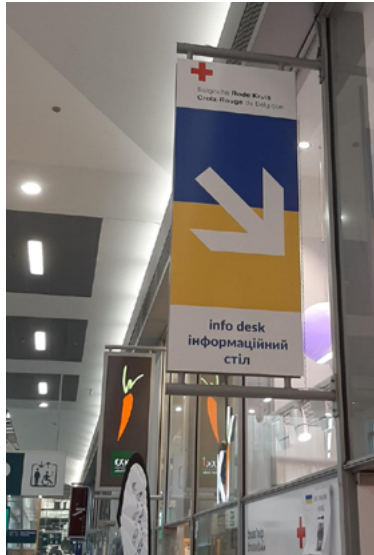


Figure 13 Information sign for refugees in Belgium



Figure 14 Help point for non-Ukrainian refugees at Warsaw Central Railway Station



Figure 15 Information points and volunteers at Warsaw Central Station

3.2.2 Establish a working area for the activists/associations

Clearly establish “welcome zones” for activists/associations who are welcoming refugees and cooperate with them to ensure safe, efficient service and avoid congestion. Support establishment of temporary check-in point at stations and a place near the station building where additional tents can be placed.

Prepare a separate storage area for humanitarian aid items (food, medicine, clothes, etc.). If possible, consider storing them in a designated area outside the building so as to not cause a fire hazard at the station.



Figure 16 First point of contact for Ukrainian refugees at Cologne Central Station

3.2.3 Create “resting zones” which take into account the needs of vulnerable groups (e.g., mothers, children)

Consider adapting the space of the most occupied stations. Designate places for rest for people who are waiting longer to travel onwards. Prepare additional seats or deckchairs. Take into account the needs of people with disabilities or mothers with children by preparing an adapted places for them so that they can feel comfortable.

Do you provide rest zones for refugees who are waiting longer for further travel?

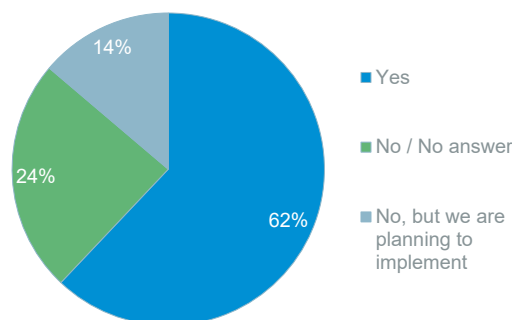


Figure 17 Responses to the question “Do you provide rest zones for refugees who are waiting longer for further travel?”



Figure 18 Additional waiting area at railway station in Romania



Figure 19 Room for mothers and children at Przemysł Główny train station in Poland



Figure 20 The waiting room at the station adapted to provide privacy for mothers with children- Warsaw Central Railway Station



Figure 21 A place with food and water for pets prepared by volunteers at the Warsaw Central Railway Station

Volunteers at railway stations also looked after the animals that accompanied the refugees on their journey. Animals have been given special places with access to water and food. Many carriers, as a gesture of solidarity with pet owners, have decided not to charge for the transportation of pets.

Due to the fact that the capacity of the stations to provide resting places is limited, it has proven to be good practice to place static railcars at the stations. For example, Czech Railways (České dráhy) has set aside two heated sets of cars every day to serve as a waiting room for refugees in the Prague station, especially during the night time.

3.2.4 Put in place adaptations to the station

Allow to round-the-clock access to station buildings where you observe the greatest presence of refugees. Make sure that people who are waiting for the onward journey can take shelter in the buildings of the stations if they have no place to go.

3.2.5 Make certain services free for refugees

The following services should be made free for refugees:

- Toilets
- Showers
- Wi-Fi
- Charging stations & electrical outlets

Being at a train station for many hours involves numerous visits to the restroom.

Toilets are provided for a small cost at most railway stations, but when multiplied several times, it adds up to a significant amount, especially if the entire family is at the station. This sum can make a difference for people who have left everything behind. Showers should be offered free of charge if they are accessible at the train station. Hygiene is essential for the comfort of people who have travelled for many days without access to running water.

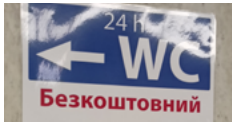


Figure 22 A sign with information of free toilet for refugees at Warsaw Central Railway Station

Increasing the capacity of free Wi-Fi at stations where the number of passengers has radically changed should also be considered. Internet access is essential since it allows for access to current information as well as communication with family members. It's also crucial for these people to be able to charge their devices, especially since the travel and stay at the station are frequently extended over several days.

Where possible and as needed, consider providing more of these services (additional portable showers and toilets, charging stations).



Figure 23 Information on the provision of free and additional toilets

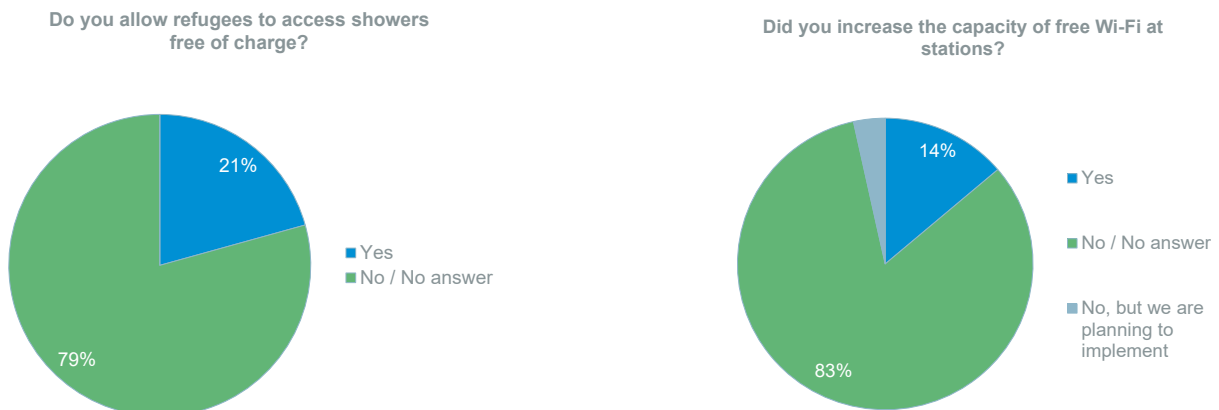


Figure 24 Responses to question "Do you allow refugees to access showers free of charge?"

Figure 25 Responses to question "Did you increase the capacity of free Wi-Fi at stations?"

3.3 EFFECTIVE COMMUNICATION MEASURES ON TRAINS, IN STATIONS AND ON COMPANY PRODUCED MEDIA (E.G., WEBSITE, SOCIAL MEDIA)

3.3.1 Provide information in the language(s) spoken by Refugees

Providing the information in the language(s) spoken by Refugees, including their native language as well as other languages which they are likely to understand, such as English or Russian, is primordial to ensure good migrant flows. This is the case for all communication with refugees and includes announcements and videos at the station. This is especially important when the alphabet used differs between languages (local vs. refugee language).

If possible, adapt information kiosks and ticket machines to serve refugees in their native language.

For the Ukrainian refugee crisis, task force members are providing information in Ukrainian, English and in some cases in Russian. Below, information from the website of the French carrier regarding free transport for refugees from Ukraine, available in several languages.



Figure 26 Information on the SNCF website available in multiple languages

3.3.2 Provide information on relevant channels

Make all necessary information on train travel in your country available on all relevant channels. Make sure the information is visible and easily accessible.

These channels include:

- Company website (consider a dedicated page),
- Social media profiles,
- Leaflets and other printed materials,
- Printed posters,
- On screens,
- A hotline

Information at railway stations, helpline in Ukrainian

On February 28 PKP Intercity started operating a helpline in Ukrainian. The line has already provided assistance to more than 500 callers. It is dedicated number for Ukrainian citizens wishing to obtain information regarding PKP Intercity timetables and other passenger issues in their native language. The line is available 7 days a week, between 8 a.m. and 8 p.m. at

+48 22 473 00 86 - call fee dependent on operator's tariff,

and 800 033 022 - toll-free line for all domestic operators.

More information is available on our website and social media accounts in two language versions – Polish and Ukrainian.

Figure 27 Information on the official website of the Polish railway carrier (PKP Intercity) informing refugees about the possibility of using a specially created hotline



Deutsche Bahn has set up information for refugees and other people on the website bahn.de/helpukraine and can also help people via the **customer hotline 0049 (0) 30-2970** in several languages.

Figure 28 Information on the official website of the German carrier (Deutsche Bahn) informing about the creation of a special hotline for refugees

3.3.3 Types of information to share

PROVIDE INFORMATION ABOUT (FREE) TRAIN TRAVEL/TICKETS

Provide all information about the timetable, ticket details, and the possibility of onward travel in a way that is understandable to people who do not speak your language.

PROVIDE INFORMATION ABOUT POSSIBILITIES OF CONNECTING INTERNATIONAL TRAINS FOR REFUGEES

When traveling long distances internationally, changing trains is a common procedure. It's necessary to inform refugees about the possibility of connecting international trains so that they can get to their desired destinations or return home.

Пряме залізничне сполучення через Чехію
Přímá vlaková spojení přes Českou republiku

Українським громадянам, які за сучасних обставин потребують повернутись на Батьківщину (наприклад, у зв'язку з загальною мобілізацією) чи навпаки, їдуть з України до Польщі, Чеська Залізниця надає безкоштовний проїзд у усіх поїздах, в тому числі в поїздах з обов'язковою резервацією.

24 лютого 2022 року до скасування, пасажери, які пред'являть український внутрішній паспорт, чи український закордонний паспорт, можуть безкоштовно подорожувати всіма поїздами Чеської залізниці на території Чеської Республіки.

Станом на 15 березня 2022 року

www.cd.cz/ukrajina

ČD České dráhy
Národní dráhy

Figure 29 Leaflet distributed in Czech Republic about possibility of connecting international trains

PROVIDE INFORMATION ABOUT HOW TO SEEK HELP/CONTACT POINTS

Provide temporary banners identifying the most significant points of contact for refugees seeking information and support.

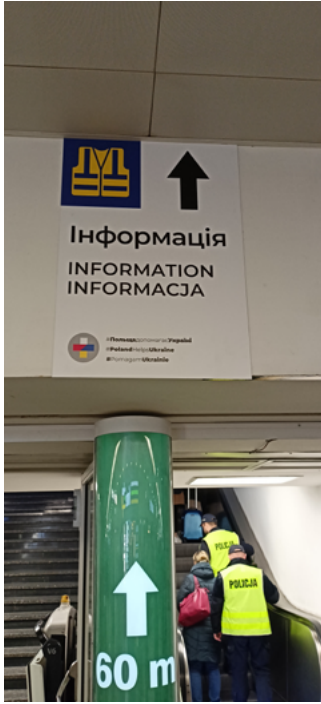


Figure 30 A sign informing refugees about a place where they can get information – Warsaw Central Railway Station



Figure 31 A sign informing about a medical aid point at the Warsaw Central Railway Station



Figure 32 A sign informing about place where refugees can get free food at Warsaw Central Railway Station

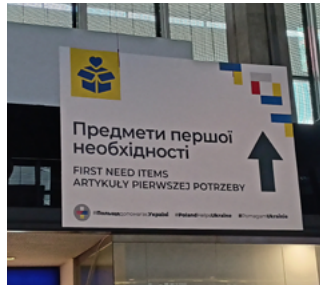


Figure 33 A sign informing about place where refugees can get first need items at Warsaw Central Railway Station



Figure 34 Information sign placed at Amsterdam Central Station directing refugees to the Red Cross area

PROVIDE INFORMATION ON SHELTER

The crucial part of management of refugees and crowds at the stations is to avoid situation where individuals are forced to stay and sleep at the stations. It's critical to work with local authorities and organizations that provide temporary housing for these people and inform them know where they can find a safe place to sleep. The number of persons waiting at railway stations will be reduced if information about possible temporary sleeping spots is made available.



Figure 35 Tent for refugees in Bucharest North Railway Station



Figure 36 Holiday homes for railway employees in Lithuania adapted for refugees

As an example, Lithuanian Railways supported Ukrainian people fleeing from war by accommodating them in their premises. Up to 300 people were able to settle in the company's former holiday homes in six Lithuanian cities – Klaipėda, Radviliškis, Kybartai, Lentvaris, Šilėnai and Ignalina.

SAFETY AND SECURITY INFORMATION

- Inform refugees about possible dangers and prohibitions (e.g., trespassing) and about safety rules on railway areas.
- Provide information (with cooperation with relevant institutions) about possible threats at the railway stations in the form of thefts, exploitation, luring and human trafficking (see Security section).

Figure 37 Display board in Berlin Central Station with information from the Federal Police for war refugees from the Ukraine: “The Federal Police warns young people and women traveling alone about conspicuous accommodation offers—use only official body



3.4 MEASURES FOR THE STAFF

3.4.1 Keep staff informed with Q&As

Frontline staff are the first persons with whom refugees will interact. In order to better prepare them, it is recommended to prepare a Q&A with frequently asked questions and distribute them among employees so that they are able to provide consistent and uniform information to refugees.

3.4.2 Offer psychological support

Consider offering psychological support to staff who are directly involved in helping and serving refugees. Issues brought up during the UIC Refugee Task Force include the bullying of staff from Russia as well as providing support for staff from Ukrainian and helping their families.

3.5 COOPERATION WITH HUMANITARIAN ORGANISATIONS

There are many benefits to working closely with humanitarian organisations during refugee crises. It is important to validate which organizations are providing assistance services and whether the services they offer are legal.



Figure 38 Volunteers helping person with reduced mobility to enter the train in Romania

NGOs may be able to provide:

- Medical aid at the station if the number of refugees is significant and there is a need for medical assistance on the spot;
- Shelter for refugees (therefore limiting the number of refugees taking shelter in stations);
- Welcome and guide refugees arriving at the station, thus elevating the burden of staff;
- Aid for PRM and other vulnerable groups.



It is recommended to develop partnerships with relevant humanitarian organisations before such a crisis occurs. Some organisations that are working together with the railways during the Ukrainian refugee crisis include the Red Cross, Caritas, the Scouts, etc. Agreements can be on an ad hoc basis or more established through Memorandum of Understanding.

Figure 39 Volunteer registration point at Warsaw Central Railway Station



Figure 40 Volunteers helping centre for Ukrainian refugees from the war at the railway station in Paris

3.6 SECURITY ISSUES & MEASURES FOR REFUGEE CRISES

Refugee crises are often a sudden onset event and railways are expected to react on short notice. Some security issues to take into consideration during a refugee crisis are described here.

3.6.1 Potential Issues

LARGE CROWDS

Large crowds can lead to overcrowding in trains and in stations, including on platforms. This can lead to a possible threat in case of emergency (emergency routes and fire safety). The welcome zones can also contribute to the congestion of stations and should be set up with security in mind.

The migration crises of recent years show that capitals and large cities are the most popular destinations for refugees. Due to the large

numbers of refugees, the crowded railway stations in the capitals face difficulties with normal functioning due to huge congestion. It is believed that the capitals of cities mean better access to infrastructure, greater opportunities for work and accommodation. Unfortunately, the majority of capitals are severely congested. Redirecting refugees to other cities in the country is essential in order for aid to be effective and for stations in the capitals to operate.



Figure 41 A poster at Warsaw Central Railway Station: "Smaller cities in Poland mean greater possibilities of accommodation, lower costs of living, and better chances to find a job. Big cities in Poland are already overcrowded. Don't be afraid to go to smaller towns: they are peaceful, have good infrastructure, and are well adapted."

VIOLATION OF HOUSE RULES

Violations of the rules, as well as occasionally violent clashes between immigrants, may affect the objective and subjective safety of those who stay on the railway premises. During the Ukrainian refugee crisis, railway companies did not disclose the threat as a security issue, but violence situations among migrants were reported during the former migration crisis.

ABANDONED LUGGAGE

Refugees, tired with many hours of travel, may be less aware of their belongings. Each disclosure of left luggage on the railway premises requires the initiation of appropriate procedures. Left luggage must be checked for dangerous materials and either handed over to the lost property office or confiscated by the relevant services. It is associated with unnecessary stress for the refugee if luggage is accidentally left behind and confiscated. Due to the possibility of an actual threat, staff working in railway station should not ignore left luggage. Security personnel and relevant voice messages must be reminded of the current rules on a regular basis.

TRESPASSING

Despite the fact that crossing railway tracks in an unauthorized area was not listed as a threat in the case of Ukrainian refugees, it can be included to the list of possible issues. During the 2015 refugee crisis, cases of unauthorized railroad crossings that posed a safety risk were very noticeable and highlighted. The issue was later revealed to be migrants' lack of awareness with railway markings and regulations forbidding track crossing in areas that were not designed for it.

IRREGULAR MIGRANTS

Where there are refugees, huge crowds of people and confusion, Irregular migrants may take advantage of the situation. Despite the fact that in the case of refugees from Ukraine, illegal migration has not been raised as a problem, it does not mean that this phenomenon does not occur. Nevertheless, to a large extent it is the responsibility of the border control services to ensure that only authorized persons can enter the territory of European countries. Railway companies' responsibility is usually limited to reporting any suspicious situations or incidences where illegal migration is suspected to the appropriate authorities.

CRIMINALS TAKING ADVANTAGE OF THE SITUATION (RECRUITMENT FOR HUMAN TRAFFICKING, FRAUD AT STATIONS)


Criminals and human traffickers have taken advantage of the weakness, exhaustion, and terrible situation of all those fleeing Ukraine. Fraudsters thrive amid chaos, taking advantage of the tough situation in which refugees find themselves as they escape the war.

Single women, mothers with children, and elderly people crossing the border are easy targets for criminals, who may be skilled recruiters. Criminals give a promise of a better life, transportation, assistance, or accommodation, all of which seem to be highly appealing to a refugee fatigued by the difficulties of recent days. However, there are often dangers of exploitation, financial fraud, sex-


working, or human trafficking behind such offers.

Since Russia's invasion of Ukraine, authorities have warned that Ukrainian refugees are vulnerable to such practices, with traffickers seen luring victims at train stations. In several countries, police and organizations dealing with the subject of human trafficking have launched awareness campaigns regarding the potential threat. Railway companies should pay close attention to the possibility of the above-mentioned events occurring in railway areas and work with services in this regard. These criminals pose a serious threat to the safety of those who stay at the stations, and their actions may harm the railway's reputation.

Welcome to the Netherlands.

 The Netherlands Red Cross

You can travel to a **Humanitarian Service Point** without a ticket, but the train conductor may ask you to show your Ukrainian passport.

 When you arrive at the station, please follow the signs for the **Red Cross**. The signs will have the same logo as shown here.

There are Red Cross volunteers at the station who can help you.

If you do not have a place to sleep with friends or family, the Dutch government will make sure you are accommodated. You are entitled to **basic services** such as a bed, food and medical care.

Please be careful of **people that approach you** with offers of accommodation or jobs: if it seems too good to be true it probably is.

In case of immediate danger call the **emergency number** in the Netherlands: 112.

WhatsApp Helpline Ukraine
+31 6 48 15 80 53

Questions?
Please send a text message to our Ukrainian-speaking volunteers via the WhatsApp Helpline. They will answer you as fast as they can, in your own language.

Website Refugeehelp
Visit www.refugeehelp.com for relevant information during your stay in The Netherlands.

The nearest station
The nearest station with a Humanitarian Service Point is/are:
.....
.....
In te vullen door NS-personeel

03-2022

Figure 42 The risk of being exploited is highlighted in a Red Cross leaflet distributed in the Netherlands



Figure 43 Poster at Warsaw Central Railway Station concerning the threat of human trafficking



Figure 44 Information poster about taxi tricksters at Warsaw Central Railway Station

Refugees can also be victims of dishonest transport companies offering their services near train stations and posing as taxi companies. The cars of the pseudo taxi drivers are deceptively similar to taxis. Companies dealing with so-called “occasional passenger transport” may charge any fees for their services. It is hard to eliminate this practice because it does not violate the law, but it does significant damage to the railways’ image and financial harm to passengers.

3.6.2 Potential measures

PROVIDE EXTRA SECURITY STAFF

In some cases, when an increased presence of refugees is recorded at stations, it may be necessary to provide extra staff to ensure an adequate level of security at the station. The large number of people on the rail premises, which number in the thousands, considerably outnumbers the capabilities of the regular number of safety workers to ensure people’s safety.

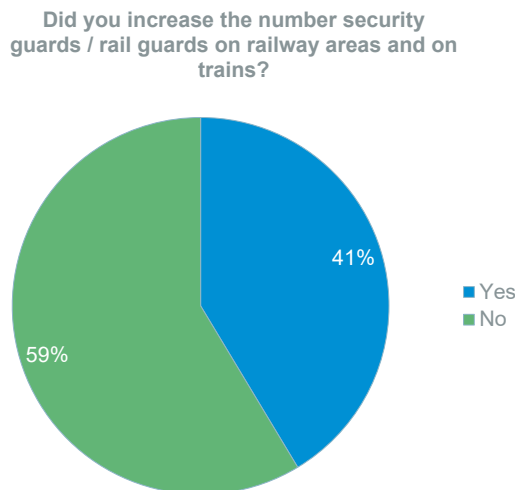


Figure 45 Responses to question “ Did you increase the number security guards / rail guards on railway areas and on trains? “

WORK CLOSELY WITH LAW ENFORCEMENT AGENCIES AND OTHER SERVICES

The presence of specialists responsible for ensuring security is essential not only in managing crowds at the station, providing security, and acting in cases of human trafficking or fraud, but also in raising the overall level of safety at stations during this tough time. Cooperation with other services, which in many countries take up the responsibility of organizing refugee aid efforts, is also crucial (e.g., in Poland, the task of coordinating aid was taken over by the State Fire Service).

USE SECURITY TECHNOLOGIES TO HELP WITH CROWD MANAGEMENT

Congested station is extremely difficult place for security staff to keep physical watch over an entire area. CCTV can be used to monitor crowds and ensure crowd safety, allowing the staff to respond quickly to any disruptions or suspicious activities.

ORGANIZE REGULAR INFORMATION EXCHANGES

The experience of railways that have dealt with the largest inflow of refugees has shown that information exchanges held at major train stations are crucial for crowd management. Information exchanges should involve representatives from all parties concerned, such as railway undertakings, services and authorities. During these exchanges, information on the number of refugees arriving by train and how to organize joint work should be shared. These exchanges should be held regularly (daily).

3.7 TRANSPORTING HUMANITARIAN AID

Railways are also involved in sending humanitarian aid into Ukraine. During the first month after the conflict broke out, European railways transported over 10,000 tons of aid to Ukraine. The goods in container and passenger trains (loaded with food, first aid kits, power banks, warm blankets, and clothes) are donated by companies and many private individuals and transported through several corridors to Ukraine, where Ukrainian railways are continuing transport to places where the help is needed.



Figure 46 DB Cargo employees are packing humanitarian aid to be transported over a railway bridge to Ukraine

3.8 SUMMARY

Despite the massive scope of the Ukrainian migration crisis, the railways have not yet suffered severe security or safety issues. At railway stations, the situation is secure and stable. Railway stations in larger cities and border stations have become points where refugees can receive the necessary assistance in the first moments after arriving at a safe location, thanks to the cooperation of railway companies with non-governmental organizations as well as state and local government institutions.

Railways all around Europe are working together to provide extra carriages, trains, and humanitarian aid. The railways are working together to support their Ukrainian colleagues so that they can continue to operate and evacuate people from the affected areas.





4. ANNEX

4.1 QUESTIONNAIRE ON RAILWAY MEASURES RELATED TO UKRAINIAN REFUGEE CRISIS

1. Is it possible for refugees from Ukraine to travel by train free of charge in your country?
2. Do you provide additional/special trains for refugees from Ukraine?
3. Do you provide additional coaches for regular service trains?
4. Do you provide humanitarian trains that transport of the necessary things to Ukraine?
5. Are there registration points for refugees at stations in your country? If yes, who is manage it?
6. Is there an information point at the station where refugees can get help (finding accommodation, water and food, basic necessities)? If yes, who is manage it?
7. How do you communicate with the refugees? (e.g., in Ukrainian, in English, in your national language(s), in Russian...)
8. What method of providing information to refugees do you use in your company? (e.g., website, hotline, mobile stewards and volunteers, printed materials...)
9. Did you increase the capacity of free Wi-Fi at stations?
10. Do you provide medical aid to refugees in train stations?
11. Do you allow refugees to access toilets free of charge? If yes, have you installed additional toilets?
12. Do you allow refugees to access showers free of charge? If yes, have you installed additional showers?
13. Do you provide rest zones for refugees who are waiting longer for further travel?
14. Do you collect data on the number of refugees in stations, on trains, additional or strengthened trains etc.?
15. Do you provide special assistance/services for PRM (people with reduced mobility) or people with disability?
16. Did you increase the number security guards / rail guards on railway areas and on trains?
17. Are there some other measures your organization has taken, not mentioned in the form that you would like to share with others?

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