

Janusz Poliński: The Rules of Providing Assistance for Passengers with Reduced Mobility at Railway Stations

The Specification for interoperability No. 2008/164/EC requires from station managers development of strategy of access to passenger infrastructure for people with disabilities.

The staff appointed to contact with passengers should be trained also in *savoir vivre* and good practices in relations with people with disabilities. In the article there were presented rules of proper conduct of railway staff in contacts with the blind and the partially sighted, the deaf and the partially deaf, people with reduced mobility, speech impediments, lowered cognitive performance, mental and other disorders, as well as people with different appearance. Described rules are aimed at quality improvement of disabled passengers service and facilitation of education in this area.

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