Vulnerable Users in the context of the Ukrainian refugee crisis
By the end of March – beginning of April, roughly 300,000 refugees had arrived in Germany.

240,000 (80%) arrived via DB trains in Germany.

84% of arrivals were women, 58% fleeing with children, according to the Ministry of Interior.

1,200 of these refugees were transported daily via DB busses directly to refugee accommodation.

Daily arrivals – 10.04.2022
General Situation in March/April 2022

- Minor issues arose in the train stations, partially due to overcrowding
- Low-level violence, fights, some theft
- Large amount of federal police, DB Sicherheit, volunteers from the DB and other companies helped
- At the beginning of March, first reports started to flow in
- Males, single or in small groups, were approaching young females with offers of transport or housing
Challenges in the context of the refugee crisis

- Two males, aged 50 and 53 were observed offering money to women by volunteers
- One man was offering transport to Hamburg, he had a prior conviction of sexual assault
- Two males, aged 29 & 21, were observed on camera approaching females travelling with children
- Police and security forces as well as volunteers were briefed on the situation
- In order to get ahead of the situation, the DB started handing out flyers with all pertinent information
- No case of a person being trafficked in the train stations during the refugee crisis is known
HELP FOR REFUGEES
FROM UKRAINE

We are at your side Deutsche Bahn offers you, refugees from Ukraine, support.

We can’t imagine what you are going through right now and want to help.

Use our trains and buses to bring you to safety in Germany.

To support you, we have collected the most important information and offers of help for you here:

- Information on entering Germany
- Information on assistance offers and safe accommodations for the first time
- Information on next steps and contact persons

You can find all information here:

https://www.zugportal.de/ukraine_en

The German Federal Police warns young people and women traveling alone about suspicious overnight offers – only contact official channels!

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