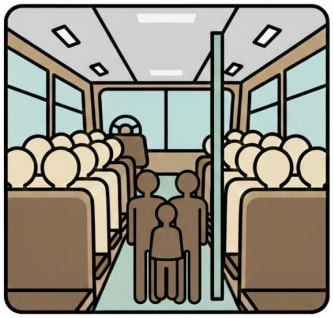
Participa City

A simulation game to learn about discrimination

Game material for the scenario "Bus“

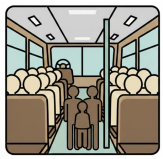


https://participa-city.eu

Co-funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

PARTICIPA CITY – Scenario "Bus"



General information for the trainer

You find in this file all necessary material for playing the scenario "Bus". Before you start playing, please read the trainer manual carefully.

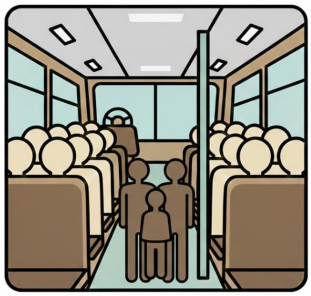
- The station overview is for your information and shows you the characters in the scenario and if additional material is needed (one page).
- The description of the scenario is for your information and describes the initial situation before playing and the perspectives that are established in the scenario (one page).
- You find then a plan of how to arrange the scenario in the room and a big sign to indicate where the scenario is played in the room (two pages).
- Depending on the number of tables needed for the scenario, you find the different table displays.
- The next page shows the name tags for the players in this scenario – cut them out.

The following pages show the material for the participants:

- "Welcome to Participa City" is handed out to all players, but only at the beginning of the game before the first scenario is played since it is a general introduction to the game and the city. You find this information copied according to the number of players. If "company" is not the first scenario played, you can ignore these pages.
- Each player gets another two papers: one with the biography card, the second with information about the initial situation and the role that the player should play.
- Some players might get additional information. The person(s) concerned is/are indicated on the additional material and on the station overview.
- Depending on the size of your group, you will play two scenarios at the same time (parallel). Then, you can't play the scenario "bus" at the same time as the "primary school" scenario because some roles appear in both scenarios. It is important that each character in the game is played only by one player in all scenarios.
- If you play only one scenario at the same time and different scenarios subsequently, you can play any scenario without constraints. You have to keep in mind that there are role changes in this case and at the same time, some characters might stay in their role depending on the following station.
- It might be useful to use carton paper for printing.

SIMULATION GAME

PARTICIPA CITY – Bus station overview



Characters

a. Mr. Petro Markovic

b. Ms. Aisha Mahmoud

c. Ms. Samira al-Hassan

d. Ms. Olena Kovalenko

e. Additional material

i. Bus company Internal guidelines (Mr. Markovic)



PETRO MARKOVIC



AISHA MAHMOUD



OLENA KOVALENKO

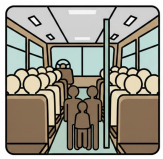


SAMIRA AL-HASSAN

SIMULATION GAME

Material for the trainer

PARTICIPA CITY – Description of the scenario



Initial situation

It is afternoon in Participa City. The evening bus, line 34 is filled with a mix of passengers after a large pro-Palestine demonstration in the city center: commuters returning home from work, young people scrolling on their phones, and several participants leaving the protest.

Two Muslim women, wearing hijabs and Palestine-themed pins and scarves, sit together and converse loudly. Their energy is high after the protest—they are discussing the event and sharing reflections. Most passengers don't pay attention, but a Ukrainian woman is looking at them in an angry and irritated way. Suddenly, she starts yelling at the two women, accusing them of disrespecting Ukrainians.

The bus driver, Petro Markovic, notices the shouting in the rearview mirror and halts the bus so that he can walk over and speak to the women about what happened.

Depending on your plan, members of the Anti-Discrimination Advisory Board (ADB) might join the scenario. You can also ask further participants to take the role of bystanders (without biography card).

Perspectives established in the station

• **Aisha Mahmoud**, who is a counselor from a civil society organisation and has years of experience working with inclusion of migrants and refugees. She is from a migrant background herself and trained in conflict management.

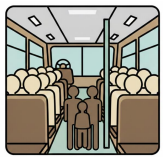
• **Samira Al-Hassan,** who is born in Participa city and is tired of tolerating discriminatory behaviour, which she witnesses and experiences often. She has recently decided to start speaking up when discrimination occurs.

• **Olena Kovalenko**, who is a refugee from Ukraine and recently fled the war in her home country. She is tired of the Palestinian cause taking over in the city, as there are weekly protests and solidarity from the locals. However, there are barely any protests against the war in Ukraine.

• **Petro Markovic,** who is migrant background himself and thinks that migrants – especially Muslims - are imposing their own norms in Participa city by always being loud - without adapting themselves to the local culture and values.

Material for the trainer

PARTICIPA CITY – Description of the scenario



Game procedure

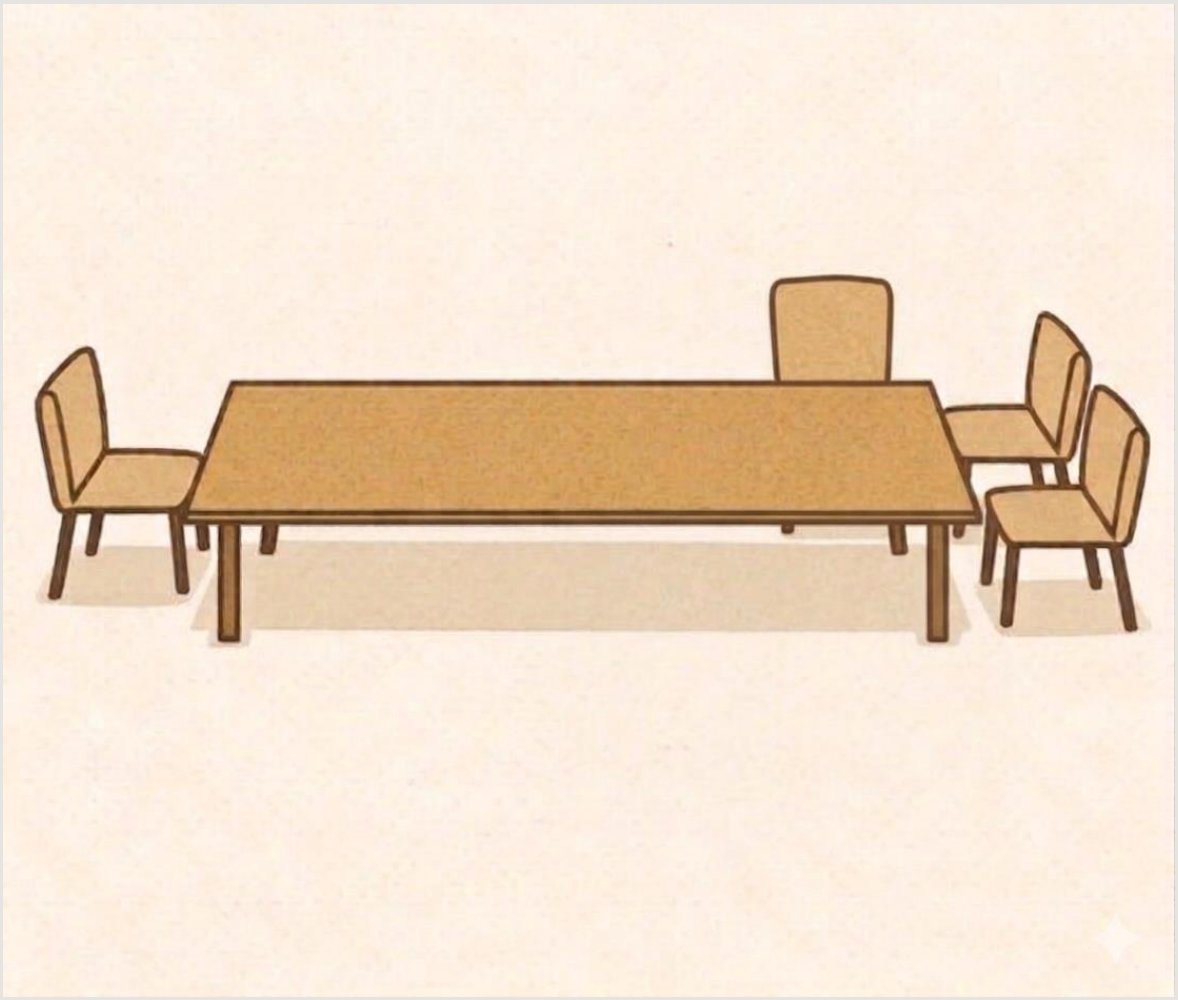
- You hand out the indicated material to the participants.
- First, there is a reading phase (approx. 10 minutes).
- Then, you give an acoustic signal, and Olena begins her outburst which triggers the conflict between her, Aisha, and Samira (approx. 5–10 minutes).
- Then, Petro intervenes: he stops the bus and walks over to the three women and begins a discussion about what happened (approx. 15 minutes).
- With the next acoustic signal, you end the conversations and ask the players to join the debriefing.

Material for the participants

- Petro Markovic: biography card + game instructions + bus company internal guidelines.
- Aisha Mahmoud: biography card + game instructions
- Samira Al-Hassan: biography card + game instructions
- Olena Kovalenko: biography card + game instructions

Material for the trainer

PARTICIPA CITY – Exemplified station setup

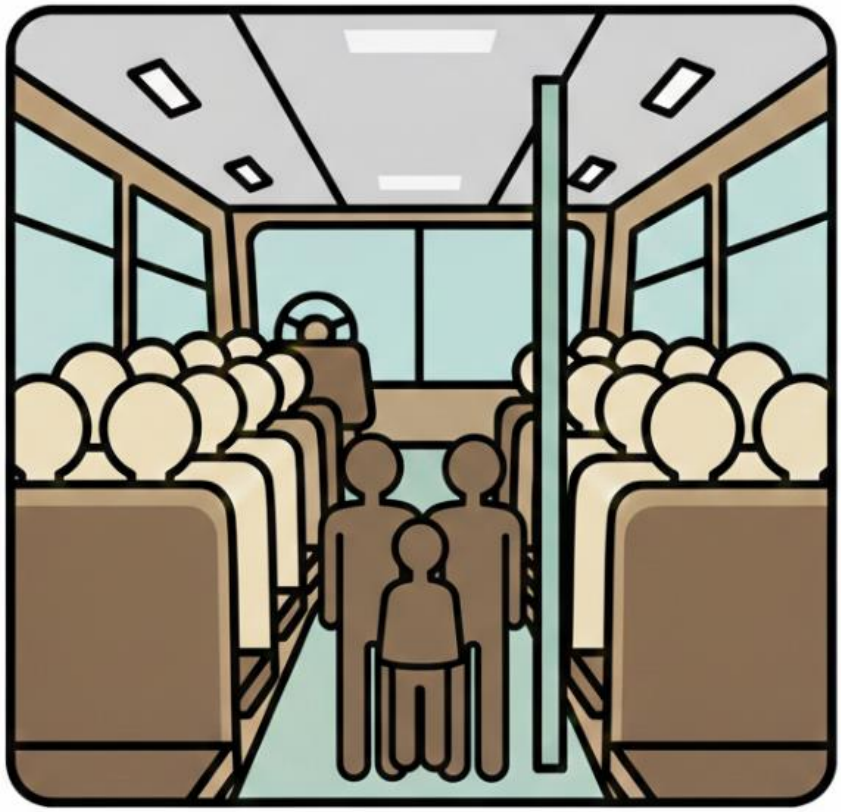


One long table or two tables put together to create a “bus” situation, with three chairs on one side, and one char for the driver.

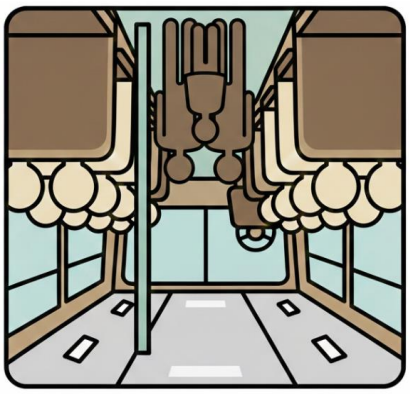
Additional chairs for ADB representatives might be necessary.

SIMULATION GAME

PARTICIPA CITY – Scenario Bus



SIMULATION GAME



(fold here)

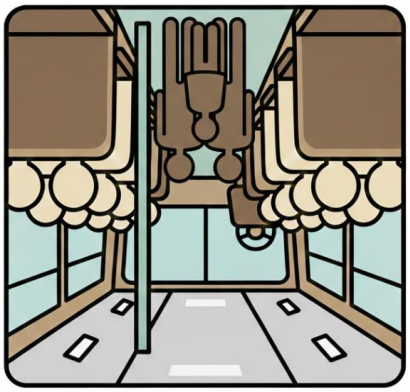
Bus

Bus driver seat

Petro Markovic



At the beginning, Petro is sitting in his seat and listens to the discussion between the passengers, until he walks over to speak to them.

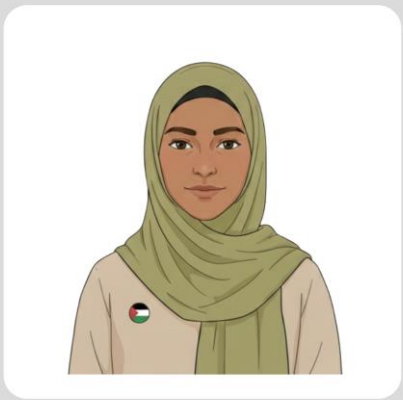


(fold here)

Bus

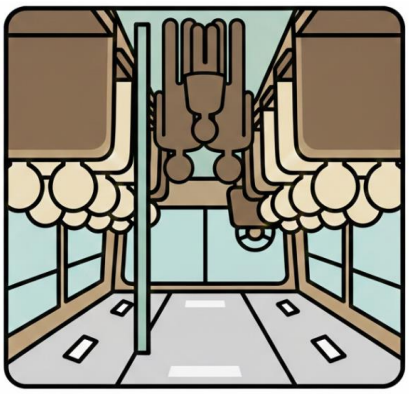
Bus seats

Aisha Mahmoud & Samira Al-Hassan





At the beginning Aisha and Samira are talking to each other about the protest until a fellow passenger interrupts them with her outburst.



(fold here)

Bus

Bus seat

Ms. Olena Kovalenko



At the beginning, Olena is listening to Aisha and Samira talking loudly, until she decides to intervene.

PARTICIPA CITY – Scenario “Bus” – Name Tags



AISHA MAHMOUD



SAMIRA EL-HASSAN



OLENA KOVALENKO



PETRO MARKOVIC

Material for participants

Welcome to PARTICIPA CITY

Introduction for all players

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active **neo-Nazi structures**, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round **table against right-wing tendencies** has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019).

But something is different in this city:

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

Have fun with the game!

Material for participants

Welcome to PARTICIPA CITY

Introduction for all players

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active **neo-Nazi structures**, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round **table against right-wing tendencies** has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019).

But something is different in this city:

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

Have fun with the game!

Material for participants

Welcome to PARTICIPA CITY

Introduction for all players

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active **neo-Nazi structures**, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round **table against right-wing tendencies** has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019).

But something is different in this city:

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

Have fun with the game!

Material for participants

Welcome to PARTICIPA CITY

Introduction for all players

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active **neo-Nazi structures**, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round **table against right-wing tendencies** has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019).

But something is different in this city:

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

Have fun with the game!

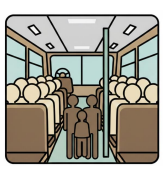
PARTICIPA CITY – Biography card



MR. PETRO MARKOVIC

You are **55 years old** and live with your partner and two children in a house with a garden. Recently, more people with **migrant background** have started moving into the neighborhood and it makes you feel uncomfortable, because you feel that they do not want to integrate or adapt to the local norms. You immigrated to Sweden from the former Yugoslavia in the 1990s with your parents. You consider yourself **well integrated** since you learned the language, followed the rules, and **never caused trouble**.

You have **driven buses for the local bus company in Participa City for more than twenty years**. Although you try to respect all passengers in the same way, Muslim and Arabic speaking communities cause you extra stress because you think they are too dominant and attached to their own norms and values.



SIMULATION GAME

PARTICIPA CITY – Game instructions
“Bus” for Petro Markovic

Game procedure

- Identify yourself with the person from the biography card and these game instructions here as well as with the additional material to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- After an acoustic signal, a conflict between Olena, Aisha, and Samira unfolds. Observe, then decide when and how to intervene. After approx. 5 – 10 minutes, walk over to Olena, Aisha and Samira and begin the discussion about what has occurred (approx. 15 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

The initial situation

It is afternoon in Participa City. The evening bus, line 34 is filled with a mix of passengers after a large pro-Palestine demonstration in the city center.

Two Muslim women, wearing hijabs and Palestine-themed pins and scarves, sit together and converse loudly. Most passengers don’t pay attention, but a Ukrainian woman is looking at them in an angry and irritated way. Suddenly, she starts yelling at the two women, accusing them of disrespecting Ukrainians.

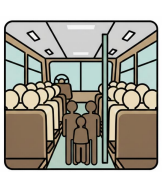
You notice the shouting in the rearview mirror and halt the bus so that you can walk over and speak to the women about what happened.

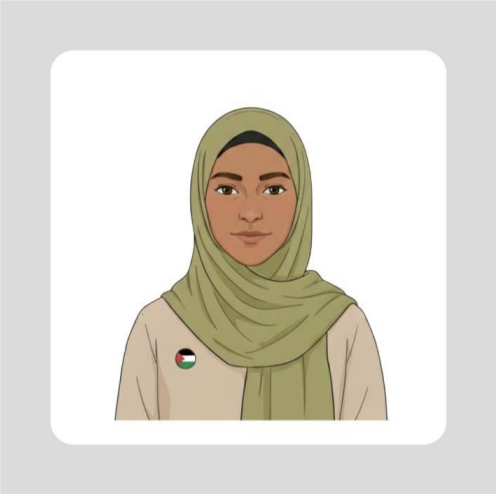
It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.

Your role in the situation

Arguments like these are not new to you. In your many years of experience as a bus driver, you have witnessed it many times, but it still makes you feel uncomfortable. That said, you want to make sure that you stick to company protocol. When the argument between the women drags on, you stop the bus to go over and speak with them. You feel like migrants should be discreet and not make such a big scene in a public space, such as it appears the Muslim women are doing.



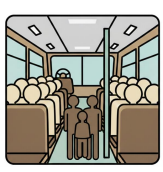




MS. AISHA MAHMOUD

You **are 35 years old** and are married with three children. You live with your family in an area of Participa city that has many **people with migration background**. You work as a **social worker** and mediator for an NGO that focuses on conflict resolution and community dialogue,. Over the years, you have completed extensive training in non-violent communication, and you are proud that many people rely on your calm, balanced presence in difficult situations. You see your work as a way to **contribute to understanding and dignity** in a world marked by conflict and misunderstanding.

You wear a **hijab**, you are a proud Muslim, and you come originally from Iraq but have lived in Sweden for 20 years. You are used to navigating public spaces where your appearance immediately places you into **religious or cultural categories**, whether you like it or not. You understand the difficulties migrants face in Sweden, especially in communication with public authorities as you experienced this yourself when you were new here.



PARTICIPA CITY – Game instructions
“Bus” for Aisha Mahmoud

Game procedure

- Identify yourself with the person from the biography card and these game instructions here to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- After an acoustic signal, a conflict begins by Olena’s outburst. You, together with Samira respond and a discussion ensues (approx. 5 – 10 minutes). Petro then intervenes to have a discussion with you, Samira and Olena about what happened (approx. 15 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

The initial situation

It is afternoon in Participa City. The evening bus, line 34 is filled with a mix of passengers after a large pro-Palestine demonstration in the city center.

You and Samira, who are both Muslim and wearing hijabs and Palestine-themed pins and scarves, sit together and converse loudly. Most passengers don’t pay attention, but a Ukrainian woman is looking at you in an angry and irritated way. Suddenly, she starts yelling at you, accusing you of disrespecting Ukrainians.

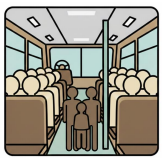
The bus driver notices the shouting in the rearview mirror and halts the bus so that he can walk over and speak to you about what happened.

It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.

Your role in the situation

You are familiar with situations like these, when a look or an outright insult by passengers on a bus is thrown at you and other people who look like you, especially women who wear headscarves. Many of the women you work to support through your civil society organization face these situations daily. You are tired that it keeps happening, but you feel that a non-violent communication is the most effective based on your professional experience. You are aware that your reaction shapes how bystanders think about Muslim women.





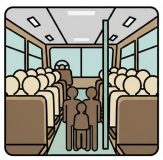
PARTICIPA CITY – Biography card



MS. SAMIRA AL-HASSAN

You are 30 years old, born in **Participa City to parents who migrated from Lebanon**. You are married and have one child. Participa City is your city, you grew up here, you belong here. You work as a **shop assistant** in a sports store. During your free time, you enjoy attending the local **football club's games**, gardening and meeting your friends for coffee. You wear a **hijab**, and you see it as a natural part of who you are.

Your friends describe you as **warm**, expressive, and direct. You feel things strongly and react quickly when something feels unjust. Over the years, you have experienced many moments of prejudice, small daily moments that have started weighing heavy on you. You have recently decided to **not stay silent** when these things happen.



SIMULATION GAME

PARTICIPA CITY – Game instructions
“Bus” for Samira Al-Hassan

Game procedure

- Identify yourself with the person from the biography card and these game instructions here to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- After an acoustic signal, the conflict begins by Olena’s outburst. You, together with Aisha respond and a discussion ensues (approx. 5 – 10 minutes). Then, Petro intervenes to have a discussion with you, Samira and Olena about what happened (approx. 15 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

The initial situation

It is afternoon in Participa City. The evening bus, line 34 is filled with a mix of passengers after a large pro-Palestine demonstration in the city center.

You and Aisha, who are both Muslim and wearing hijabs and Palestine-themed pins and scarves, sit together and converse loudly. Most passengers don’t pay attention, but a Ukrainian woman is looking at you in an angry and irritated way. Suddenly, she starts yelling at you, accusing you of disrespecting Ukrainians.

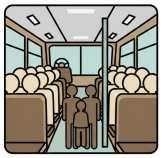
The bus driver notices the shouting in the rearview mirror and halts the bus so that he can walk over and speak to you about what happened.

It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.

Your role in the situation

You are familiar with situations like these, when a look or an outright insult by passengers on a bus is thrown at you and other people who look like you, especially women who wear headscarves. It makes you tired and stressed but you believe that staying silent when someone discriminates only encourages them. You speak from the heart, with intensity and honesty. That can make you appear confrontational but to you it is simply standing up for yourself.







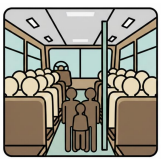
MS. OLENA KOVALENKO

You are **40 years old** and recently arrived in Participa city after fleeing **war in Ukraine**. You have two sons who are teenagers, and your husband couldn't join you due to **conscription in the military**.

In your home country, you were an accountant with a respectable salary. Now you live in **temporary housing in Participa City** while trying to rebuild your life.

Everything around you still feels unfamiliar, the language, the routines, the people. You feel worried, **invisible** and exhausted most of the time.

You have tried doing some volunteer work with older people to broaden your **network**.



PARTICIPA CITY – Game instructions
“Bus” for Olena Kovalenko

Game procedure

- Identify yourself with the person from the biography card and these game instructions here to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- After an acoustic signal, your outburst triggers the scenario. Aisha and Samira will respond. Engage in the conversation (approx. 5–10 min). Then, Petro, the bus driver, intervenes by approaching you, Aisha and Samira. A discussion ensues as to the problem at hand (approx. 15 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

The initial situation

It is afternoon in Participa City. The evening bus, line 34 is filled with a mix of passengers after a large pro-Palestine demonstration in the city center.

Two Muslim women, wearing hijabs and Palestine-themed pins and scarves, sit together and converse loudly. Most passengers don’t pay attention, but you are looking at them in an angry and irritated way. Suddenly, you start yelling at the two women, accusing them of disrespecting Ukrainians. The bus driver notices the shouting in the rearview mirror and halts the bus so that he can walk over and speak to you about what happened.

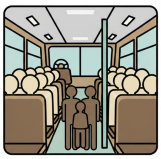
It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.

Your role in the situation

You feel hurt because you have the feeling that Ukraine’s war is not taken seriously here. You see Swedish media and public opinion focused on Palestine. You see demonstrations, flags, visible solidarity. And you think: where is the support for us? Both countries are at war. Yet Ukraine seems forgotten.

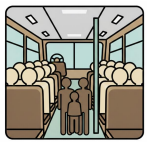
You are very stressed and tired because you are trying to re-start your life in Participa City without your husband and constantly worry about him. You also are struggling financially which is forcing you to take the bus, like many other people with migration background in this city. You feel that the pro-Palestine movement is too loud and has taken over the public space without acknowledging your country’s situation.







ADDITIONAL MATERIAL “BUS”
PETRO MARKOVIC



Bus Company Internal Guidelines — Handling Passenger Conflicts

Operational Protocol, Section 4.2

Purpose: To ensure the safety, dignity, and equal treatment of all passengers and staff on board bus vehicles.

1. When to intervene verbally

The bus driver must intervene verbally when: a dispute escalates into raised voices or verbal aggression; a passenger reports feeling unsafe; there is a risk of physical confrontation; discriminatory language, harassment, or targeted behaviour is observed.

Intervention should be calm, neutral, and procedural — avoiding personal judgement or taking sides.

2. When to stop the bus

Stop the bus at the next safe location when: a conflict disrupts the journey or threatens safety; the driver cannot maintain concentration while driving; a passenger refuses to comply with instructions to de-escalate; the environment becomes too tense for safe operation.

Once stopped, the driver must remain in the driver’s seat unless safety requires otherwise.

3. When to call security or emergency services

Security or police must be contacted when: threats of violence or physical aggression occur; a passenger refuses to leave the vehicle after being asked; discriminatory harassment continues after warnings; the situation exceeds the driver’s ability to manage safely.

Drivers must document the incident using the internal reporting form within 24 hours.

4. Importance of neutrality

Drivers must maintain full impartiality in all conflicts. This includes: avoiding assumptions about cultural, religious, or political background; speaking to all parties in the same tone and with the same level of respect; focusing on behaviour, not identity.

Use phrasing such as: “We need to keep a calm environment for everyone on the bus.” and “Let’s ensure safety for all passengers.”

These principles protect both passengers and staff, and help prevent accusations of bias.

SIMULATION GAME

Participa City



Note on language and context: Our European project consortium has made every effort to use inclusive and sensitive language throughout these materials; however, linguistic and cultural differences between language versions may affect nuances of wordings, and we rely on users to apply the materials thoughtfully and sensitively in their own context so that they support reflection on discrimination without reproducing it.

Images generated using AI (Sora | Gemini) for illustrative purposes

https://participa-city.eu

Project N°: 2024-1-DE02-KA220-ADU-000255284

CC BY SA

Co-funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.