

### MTR Sets up Investigation Panel to Investigate East Rail Line Incident

The MTR Corporation is very concerned about a serious incident that occurred near Hung Hom Station on the East Rail Line (“EAL”) today (17 September 2019). The Corporation expresses its deepest sympathy to passengers injured and apologises to all passengers affected by the incident. An investigation panel comprising external experts will be set up to thoroughly investigate the incident and to identify areas for improvement.

At around 8:30am, a Hung Hom-bound EAL train under Automatic Train Operation was entering Platform 1 of Hung Hom Station, an incident happened resulting in three cars of the train shifting out of their positions on the track and separation of the 4<sup>th</sup> and 5<sup>th</sup> cars. About 500 passengers on board the train were evacuated and led back to Hung Hom Station platform by MTR staff and Fire Services personnel. Passengers of the first four cars were evacuated within about 30 minutes through the platform. Longer time was required to evacuate passengers in the other train cars as we had to ensure conditions were safe before the passengers could be safely evacuated along the tracks, which took about an hour’s time.

Eight passengers reported they felt unwell and five of them required treatment in hospital, mainly because of neck pain or minor abrasions. Mr Rex Auyeung, Chairman of MTR Corporation, and Dr Jacob Kam, Chief Executive Officer of MTR Corporation, visited an injured passenger in the hospital this afternoon after visiting the incident site at Hung Hom. MTR staff also visited other injured passengers. “The Board is very concerned about the incident. I am upset that there were passengers injured and I wish them a speedy recovery,” said Mr Auyeung.

After the safe evacuation of the passengers, the Corporation immediately arranged for the gathering of evidence on site and subsequent emergency recovery works. Two crane vehicles were deployed to lift the derailed train cars and re-position them on the tracks, which was a time-consuming and challenging process. The recovery works had to be carried out in a safe and prudent manner to avoid damaging the overhead lines at the scene and to ensure the safety of the recovery personnel involved. Over 300 MTR Operations Engineering staff and contractor staff were deployed to handle the works today.

The incident resulted in the suspension of EAL service between Mong Kok East and Hung Hom stations and adjustments to the service of the EAL and West Rail Line. Free shuttle buses arranged by MTR have been running to and from Tai Wai and Diamond Hill stations to help divert passengers. Intercity through train service was also affected today. Over 130 additional MTR Operations staff were deployed to assist passengers at relevant stations.

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“Passenger safety is the top priority of the Corporation and we take the incident very seriously. The Corporation will set up an Investigation Panel comprising external experts to conduct in-depth investigation to ascertain the cause of the incident and to recommend improvement actions. All possible causes including obstruction by external objects, any problem in relation to the track or the train etc., will be looked into. The Corporation will also review the handling of passengers during the incident to look for any areas for improvement,” said Dr Jacob Kam. “On behalf of the Corporation, I want to sincerely apologise to the passengers injured and affected today,” he added.

The recovery works are still in progress and a thorough inspection of tracks and relevant equipment will follow overnight. Safety checks will also be conducted before passenger service can resume. Passengers are requested to pay attention to updates about train service tomorrow (Wednesday, 18 September 2019), which will be provided via the MTR Mobile app, MTR website and the media, when they plan for their journeys tomorrow morning.

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#### About MTR Corporation

Every day, MTR connects people and communities. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with more than 40 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 40,000 dedicated staff\*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, the United Kingdom, Sweden, Australia and the Mainland of China. MTR strives to grow and connect communities for a better future.

For more information about MTR Corporation, please visit [www.mtr.com.hk](http://www.mtr.com.hk).

\*includes our subsidiaries and associates in Hong Kong and worldwide