

MTR Shares Well-being Tips from T Chai and Celebrities to Send Positive Energy amid COVID-19

The MTR Corporation has embarked on a series of initiatives to cheer for the Hong Kong community as the city comes under the prolonged impact of COVID-19. The Corporation has recently launched a series of morale-boosting slogans and a line-up of celebrities to warmly remind the public that the best way to fight against the pandemic is to maintain physical and mental health, and that they should care for themselves as well as their loved ones. The morale-boosting campaign came after the series of relief and pandemic support measures announced by the Corporation.

For more than two years, the Corporation has been facing tremendous challenges in all of its businesses amid the pandemic and we remain committed to providing safe, reliable and convenient train services to the public and to keep Hong Kong moving. We have also been fighting against the pandemic with the community through the implementation of various measures to ride out the trying times with the people in Hong Kong. Amidst the new wave of the pandemic, the Corporation continues to provide rental relief to its tenants in stations and malls, has offered free Airport Express tickets through Hospital Authority for medical staff who has been fighting hard against the pandemic, and provides assistance to people in need in collaboration with charitable organisations.

Partnership with charitable organisations to develop a set of morale-boosting slogans

The well-being of oneself is of particular importance as the fight against COVID-19 continues to drag on. We have collaborated with “dayday330” of New Life Psychiatric Rehabilitation Association and specially designed a set of posters featuring MTR mascot “T Chai” with caring messages like “Treat yourself well while taking care of people around you” and “Enjoy some ‘me time’ to replenish your soul” to encourage everyone and give them a boost of positive energy. The posters, with QR codes to share well-being tips, are displayed in MTR premises and channels such as MTR stations and malls.

Special public announcements in collaboration with celebrities and “cheer-up” playlist on free music platform

We have also invited Hins Cheung, Master Seven, Akina Fong and Lawrence Cheng to record special public announcements to cheer for passengers during their journey. You can also relieve stress through music when staying at home. A “cheer-up” playlist tailor-made by “T Chai” is available on the free music platform JOOX from 16 March for one week. You can share it with family and friends together with “T Chai stands by you” WhatsApp stickers to stay connected through good music and heart-warming greetings, and conquer the pandemic together.

Provision of vending machines in MTR stations to assist organisations in distributing meals and anti-pandemic supplies

Apart from our previous support to Food Angel in providing an Automated Food Dispenser in Tai Wo Hau Station, we will also support Lions Clubs in the installation of rapid antigen test kit vending machines in Sai Ying Pun, HKU, Tai Wo Hau and Tai Shui Hang stations, bringing convenience to registered elders in collecting the kits. The vending machines will be in service for one month starting from 24 March (Thursday).

Fighting the virus side-by-side with staff to continue providing service for the public

Other than the assistance provided to the society, we endeavour to roll out various measures amid the pandemic to support our colleagues and to protect their health. The Corporation has a comprehensive medical scheme and well-being benefits in place. We have enhanced the cleaning and disinfection at MTR stations, shopping malls, and staff workplaces for colleagues to work at ease. We also strive to ensure that our colleagues and contractor staff receive sufficient support which includes the provision of rapid antigen test kits, face masks and protective gear to colleagues who are required to return to their workplaces.

Set up “Pandemic Caring Team” to deliver care to colleagues

Every colleague is a key partner of the Corporation in its fight against the pandemic. Since early March, we have set up a 24-hour dedicated medical hotline and provided virtual medical consultation for colleagues and their eligible family members who have been confirmed infected. We have also set up a “Pandemic Caring Team” with over 300 staff volunteers to deliver anti-pandemic supplies and medications to infected colleagues with emergency needs. So far, the volunteers have already delivered anti-pandemic supplies and medications to over 100 infected colleagues, demonstrating the unity and mutual help spirit of MTR colleagues.

MTR colleagues care about the community and actively participate in volunteer works to support the community in the pandemic. Last year MTR volunteers completed 95 volunteer projects amidst the pandemic. Recently, about 110 colleagues from the MTR Volunteering Team, Customer Service Support Team, High Speed Rail Team, Ngong Ping 360 and young apprentices have signed up for The Hong Kong Community Anti-Coronavirus Link, assisting in packing anti-pandemic supplies.

“The MTR team is committed to serving Hong Kong with a mission to ‘keep cities moving’. While we care about the community, we also care about the health of colleagues and the special needs of infected colleagues, and we safeguard their health by demonstrating the mutual help spirit of the MTR team. Maintaining physical and mental health is the best way forward in the long-lasting journey against the pandemic. We therefore send positive energy to the public through various means. I believe together we will conquer the pandemic and resume normal life soon,” said Dr Jacob Kam, Chief Executive Officer of MTR Corporation.

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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.

*includes our subsidiaries and associates in Hong Kong and worldwide

Photo captions

1. To spread positive energy amid the pandemic, specially designed T Chai posters with QR codes to share well-being tips are displayed in MTR premises and channels such as MTR stations and malls.



2. Around 20 MTR volunteers took part in packing anti-pandemic supplies for The Hong Kong Community Anti-Coronavirus Link on 12 March.



3. Apart from the Corporation's previous support to Food Angel in providing an Automated Food Dispenser in Tai Wo Hau Station, it will also support Lions Clubs in the installation of rapid antigen test kit vending machines at four MTR stations, bringing convenience to registered elders in collecting the kits.

