

TRAVEL SAFELY

EVERY DAY IN THE MTR



Message from the MTR

Travel Safely Every Day in the MTR! 1

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Travel Safely Every Day in the MTR!

The MTR considers safety its primary responsibility.

A stringent set of safety standards was followed when we built the system. In addition, we have a comprehensive and exhaustive set of safety standards in place which is strictly adhered to in our daily operation.

Maintaining a safe railway system requires not only our dedication but also your support and co-operation.

This booklet provides you with necessary information about safety and security in the MTR and will help you understand how you can assist in ensuring a safe journey for both yourself and your fellow passengers. Not following these standards and guidelines could result in personal injury or prosecution under MTR By-laws.

Your understanding and co-operation will help us enhance safety awareness in the railway system.

As we strive for continuous improvement, you are invited to help us maintain a safe railway and to provide us with any comments or suggestions by using the Passenger Suggestions Form available on our corporate website and in every station.

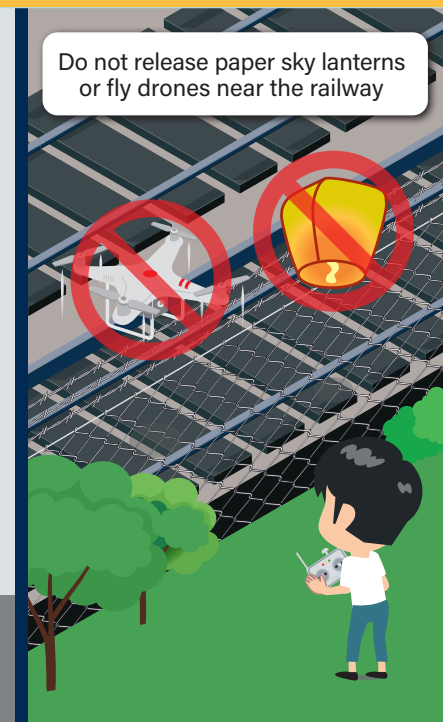
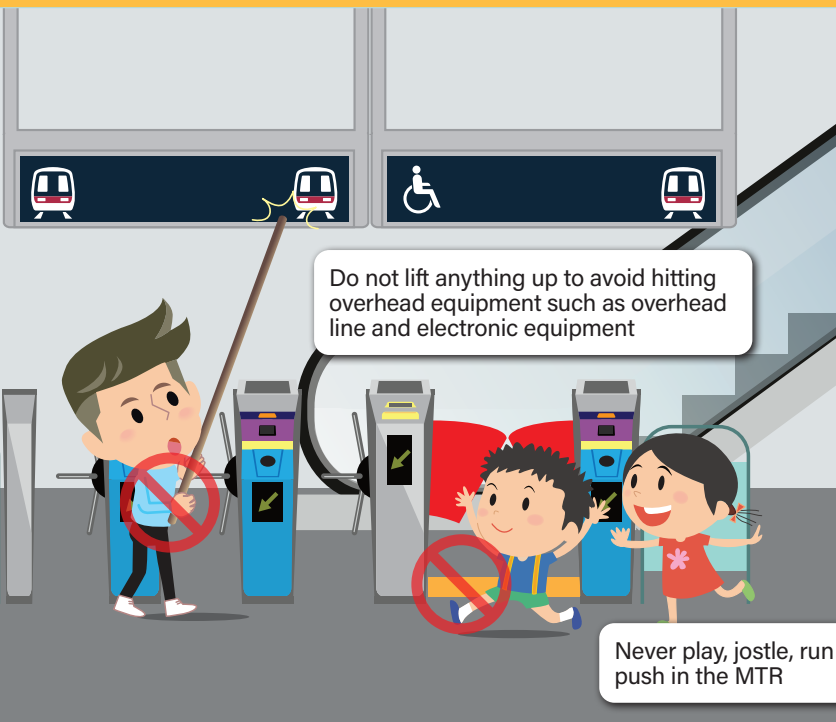
We count on your support to make every journey in the MTR safe and enjoyable.

Learn More

<http://www.mtr.com.hk>



GENERAL REQUIREMENTS



Do not bring these items into MTR premises:

- Baggage with total dimensions (i.e. length, width and height) exceeding 170 cm or the length of any one side exceeding 130 cm (Except on Airport Express). If passengers hold "MTR Carriage of Oversized Musical Instrument and Sports Equipment Permit", the total dimensions (length + width + height) should not exceed 235cm and any one side should not exceed 145cm, including the case or bag. For details, please visit http://www.mtr.com.hk/en/customer/services/oversized_item_scheme.html
- Heavy objects that could be hazardous or cause inconvenience to other passengers
- Trolleys loaded with goods
- Animals, birds, or livestock (except guide dogs)
- Dangerous or flammable goods, e.g. paint, thinners, pressurised gas, LP gas (see page 26 for additional items)
- Metallic balloons



- △ Take extra care of accompanying children and the elderly
- △ Beware of the slippery floor, especially when it is raining or when humidity is high
- △ Pay attention to the surroundings while using a mobile device
- △ Take care of your belongings especially bulky or sharp items
- △ Seek assistance from MTR staff if you need help



24°C 14:19

Do not bring metallic balloons into the MTR

Always use the correct ticket which is valid for your journey

Do not stay or wait inside the gate area

Always take care of accompanying children

Do not climb, jump on or over any gate

Give priority to anyone in need to use wide gates

Before using the wide gate, wait behind the yellow line until the gate area is clear

Use the wide gate if you are carrying baggage or bulky items, in a wheelchair or have a baby pram or trolley

Use ticket gates safely

1. To enter, touch ticket/Octopus to the processor or QR code scan reader or credit card, debit card, or any payment-enabled device at the designated processor with a Contactless Symbol
To exit, insert ticket /touch Octopus to the processor or QR code scan reader or credit card, debit card, or any payment-enabled device at the designated processor with a Contactless Symbol
2. Ensure a green arrow shows
3. Walk straight through the gate area

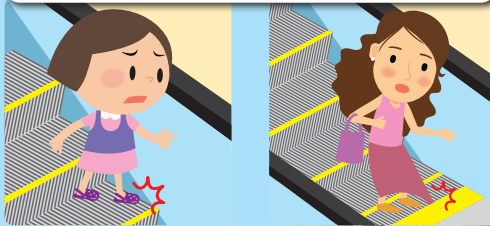


General safety guidelines

- Always hold the handrail and stand firm on either side
- Don't reach over, lean against or on the sides or handrails.
- Do not stay in the landing area
- In an emergency, immediately press the Emergency Stop button



Stand clear of the edges, especially when wearing loose or long clothing, sandals or slippers



Stay alert! Do not ignore the surroundings when using your mobile devices

When stepping onto an escalator or moving walkway:

- Be aware of the direction of the escalator or moving walkway before stepping on
- Take extra care and stand within the yellow line marking
- Look after accompanying children and offer assistance to the elderly

Do not walk, run, play or jump

When stepping off an escalator or moving walkway:

- Step off promptly
- Move away from the landing area immediately

Do not travel on escalators or moving walkways with trolleys, bulky baggage, baby prams, wheelchairs or any excessively long objects

Use the lift if you:

- Are an elder, a mobility impaired passenger or wheelchair user
- Need to take care of children
- Are travelling with trolleys, baggage, bulky items or a baby pram



When using the lift:

- Do not overload the lift
- Stand back and keep your body away from the lift door
- Keep belongings clear of the door
- Do not force the lift door to open
- If the lift stops between floors or the door fails to open, press the Emergency Alarm button, remain calm and wait for assistance



- △ Always give priority to passengers in need
- △ Allow passengers to exit before entering

Please mind the platform gap when boarding or alighting



Do not rush in or force your way out of a train when the warning chimes sound or the doors are closing



If your belongings are caught by train doors and the train starts to depart:

- Immediately release the trapped item
- Ask MTR staff for assistance



When you are waiting to board:

Wait in line and in areas indicated by directional arrows or queuing lines only



Do not keep your eyes only on your mobile device

When you are boarding train:

- Let passengers alight first
- Be aware of the gap between the platform and the train
- Do not stop the train doors, platform screen doors or automatic platform gates from closing



Do not run when you are transferring to other lines



Never under any circumstances trespass onto the track or go beyond the barriers at the platform ends

- △ If help or assistance is required, use the Help Line to speak to MTR staff
- △ In an emergency, use the Emergency Train Stop button to stop the train



Lock the baby pram

Platforms without platform screen doors or automatic platform gates

- Queue behind the yellow line
- Do not place any items in front of the yellow line
- Beware of the slippery floor especially when it is raining or when humidity is high

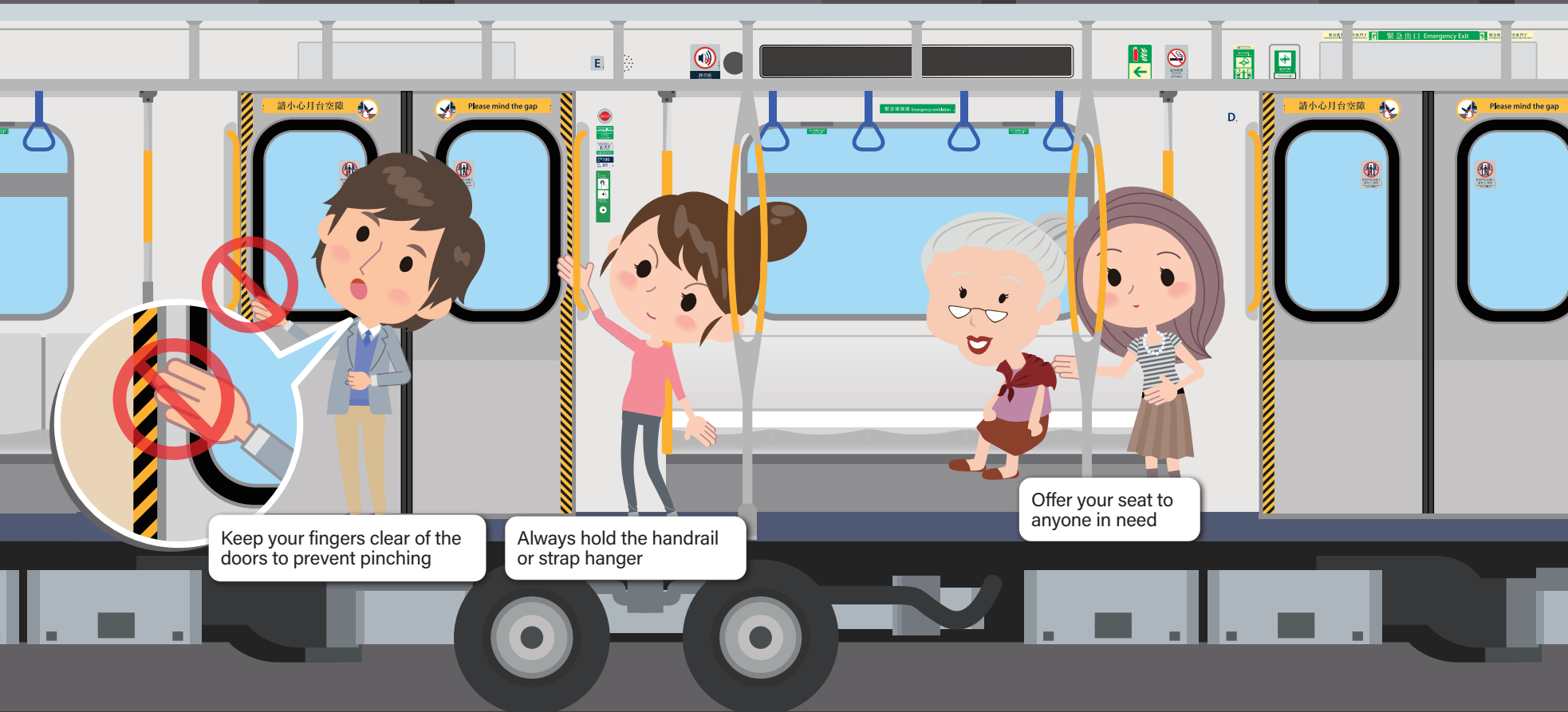


Platforms with platform screen doors or automatic platform gates

- Stand in the areas marked by the queuing lines and directional arrows
- Do not lean against or touch the platform screen doors/gates
- Prevent accompanying children from touching platform doors/gates
- Never place any objects on the gates

Pay attention to on-board announcements and electronic display messages

Keep your belongings and clothing clear of the closing doors



Keep your fingers clear of the doors to prevent pinching

Always hold the handrail or strap hanger

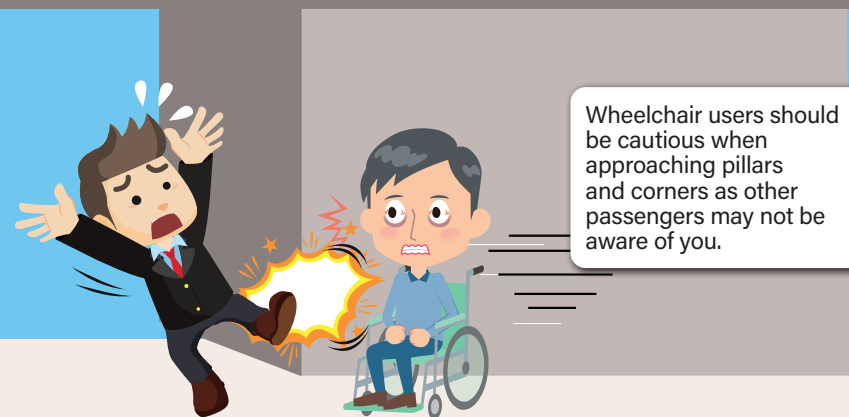
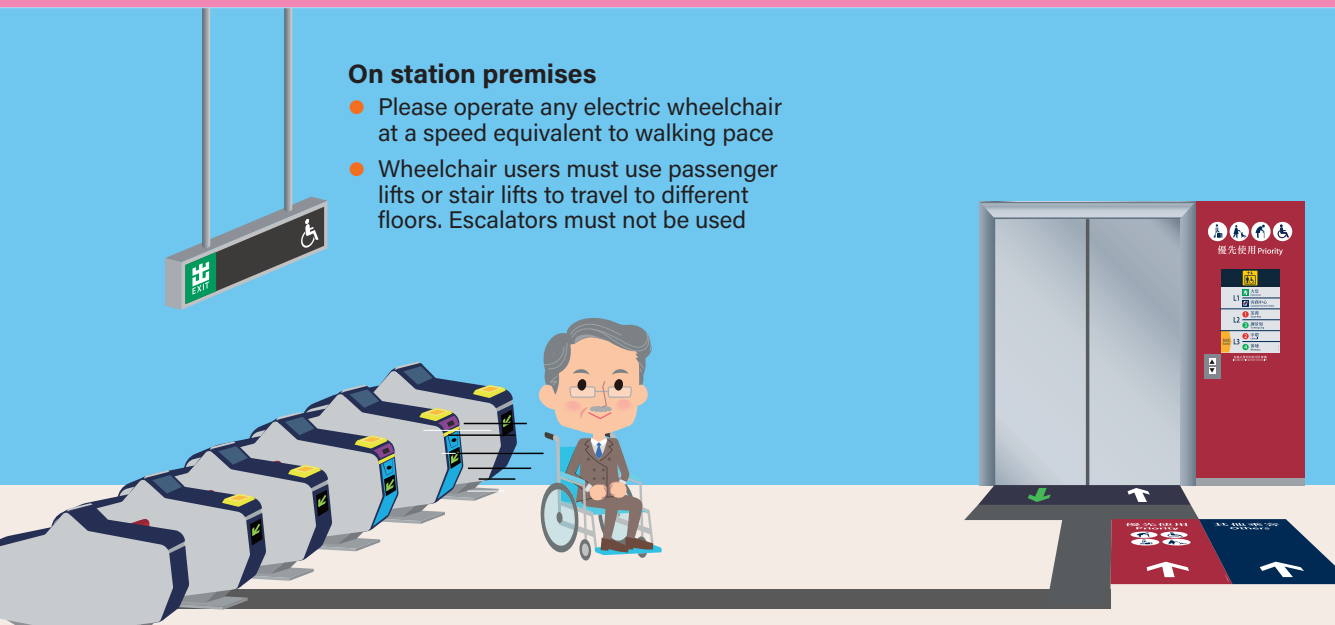
Offer your seat to anyone in need



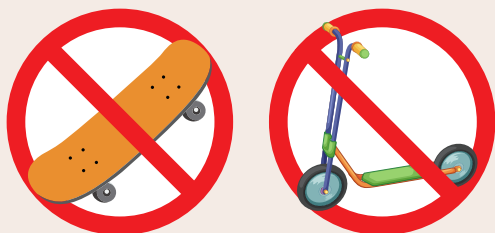
- △ Move into the centre of the train compartment
- △ Do not lean against the grab poles or sit on the train floor
- △ Place baggage in designated areas to prevent obstruction
- △ Only operate the Emergency Call handle or Call button in an emergency. If you feel unwell, ask station staff for assistance at the next station

On station premises

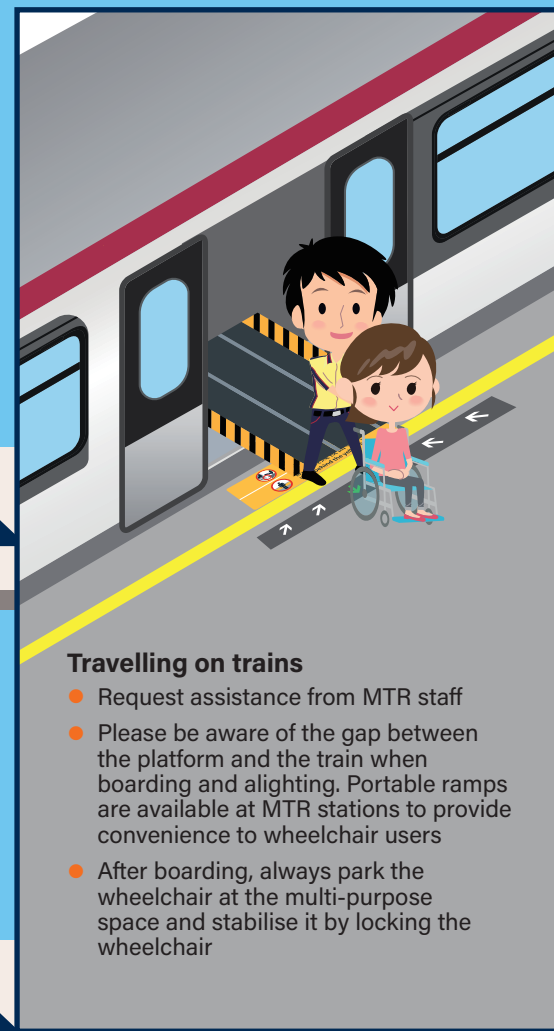
- Please operate any electric wheelchair at a speed equivalent to walking pace
- Wheelchair users must use passenger lifts or stair lifts to travel to different floors. Escalators must not be used



Wheelchair users should be cautious when approaching pillars and corners as other passengers may not be aware of you.



Skateboarding or scooting is not allowed

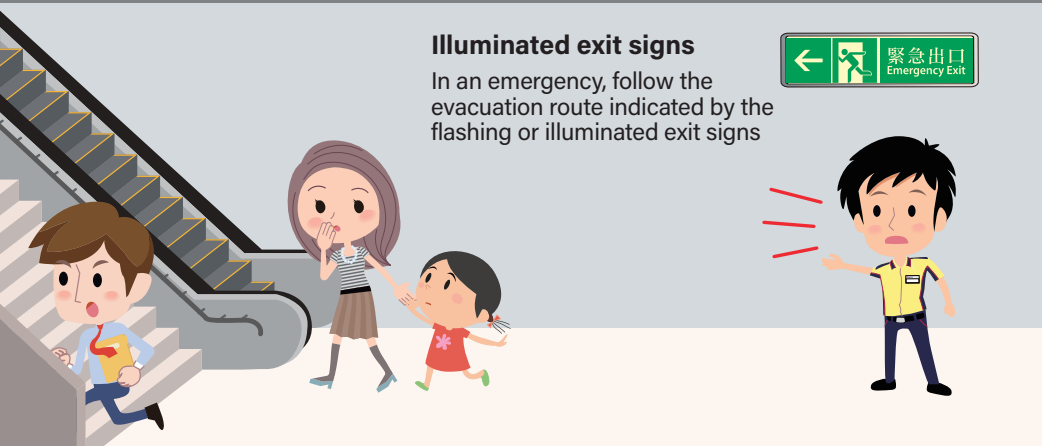
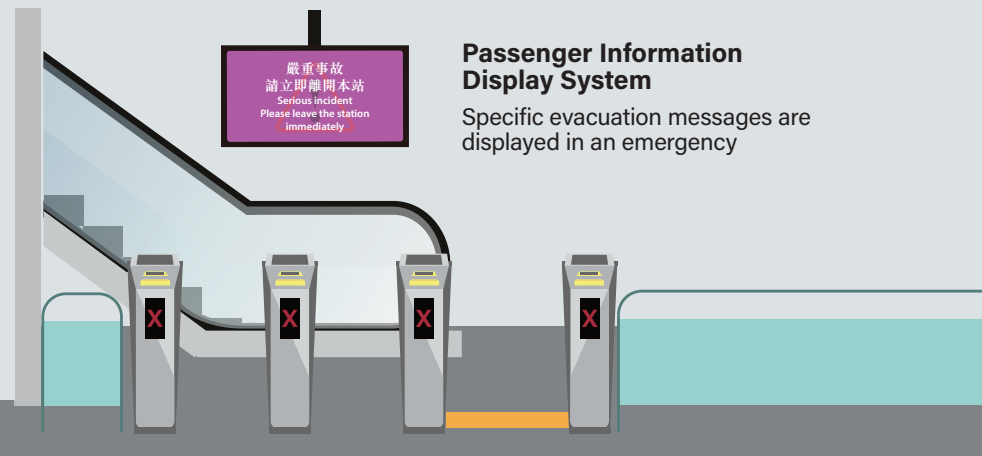
**Travelling on trains**

- Request assistance from MTR staff
- Please be aware of the gap between the platform and the train when boarding and alighting. Portable ramps are available at MTR stations to provide convenience to wheelchair users
- After boarding, always park the wheelchair at the multi-purpose space and stabilise it by locking the wheelchair

Remarks:

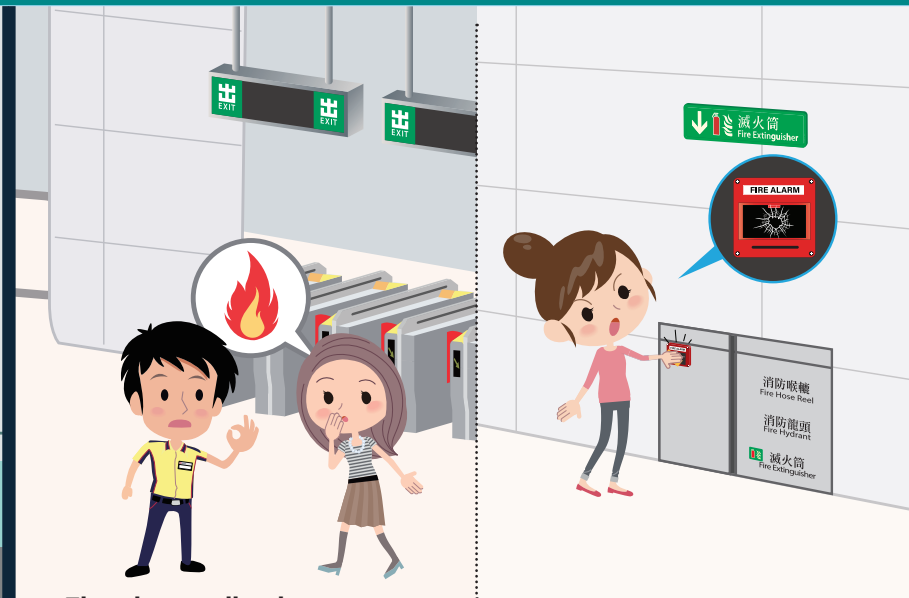
- Users of wheelchairs or electric wheelchairs must be mobility impaired or have mobility difficulties
- A child using a wheelchair/electric wheelchair must be accompanied by an adult at all times in the system
- The total weight of a wheelchair/electric wheelchair together with its user shall not exceed 200 kg
- The dimensions of a wheelchair/electric wheelchair shall not exceed 1200mm (L) x 700mm (W)
- Mobility aids propelled by a combustion engine are not permitted on any MTR premises

Stations are equipped with different types of standard emergency equipment



Fire hydrants, fire hose reels and fire extinguishers

Use only in accordance with specific instructions and only when safe to do so



Smoke detection system, smoke extraction system, ventilation system, and sprinkler system

These systems will operate automatically when there is a fire or dense smoke

Please mind the wet floor if the sprinkler system has been activated



Emergency Stop button on escalators or moving walkways

They are located on all escalators and moving walkways for emergency use



Platforms are equipped with different types of standard emergency equipment

Emergency Train Stop

Emergency Train Stop buttons or plungers are located on every platform



- 1 In an emergency, for instance, if someone falls onto the track



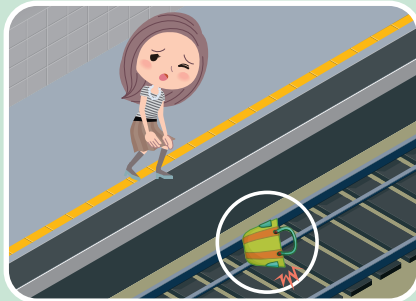
- 2 Press the Emergency Train Stop button to stop the train



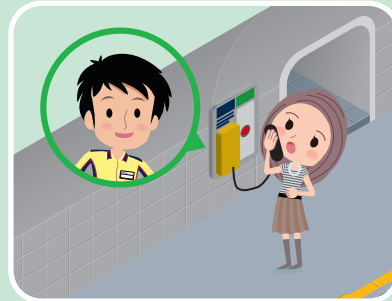
- 3 Immediately report to MTR staff. Never attempt to access the track

Help Lines

Help Lines connect you directly to staff in the station control room



- 1 If you drop something on the track, leave it



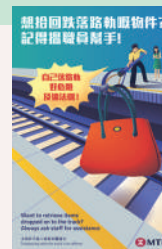
- 2 Ask MTR staff for assistance via Help Lines



- 3 Never access the track to retrieve the item

Automated External Defibrillators (AED)

We are now providing additional AEDs in all Concourses and Platforms for immediate use by passengers.



Platform Screen Doors – emergency escape door (From track to platforms)

Located at platform ends, emergency escape doors can be opened manually by pressing down the push bar for evacuation purposes



Never under any circumstances trespass onto the track or go beyond the barriers at platform ends



危險 嚴禁進入路軌
違者罰款 5,000 元
Danger
No trespassing onto track
Penalty \$5,000



危險
懸空高壓電纜
Danger
Live wires overhead

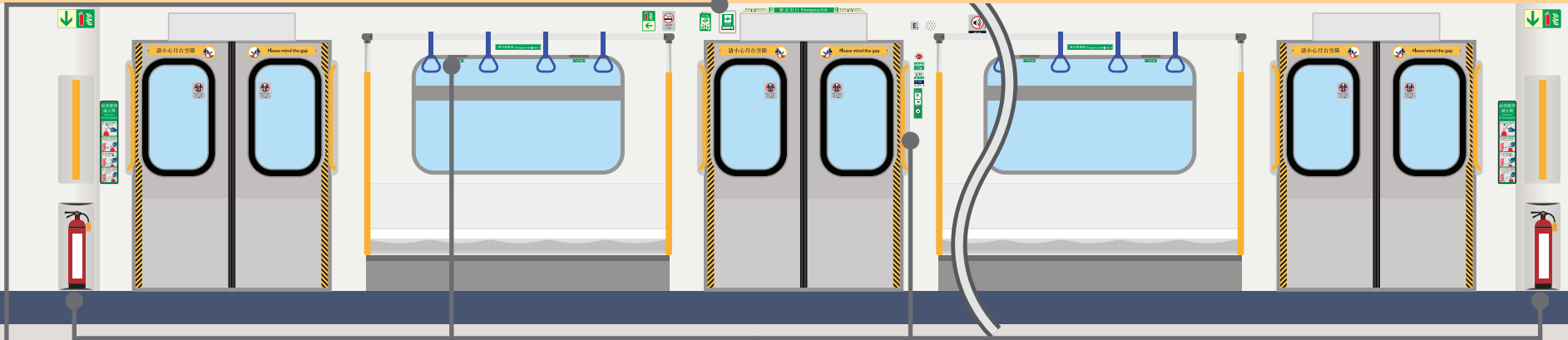


已通電路段 高壓 25,000 伏特
25,000V electrified section



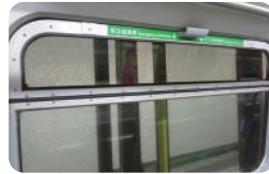
列車高速行駛
Trains passing at high speed

Trains are equipped with different types of standard emergency equipment



Ventilation windows

In an emergency, windows can be opened for ventilation



Emergency door release

- This is used only in evacuation from the train compartment under the direction of the Train Captain
- Passengers must always be aware of the immediate surroundings before leaving the train



Fire extinguishers

- Fire extinguishers are available on trains
- Follow instructions on the fire extinguishers and put out the fire only when it's safe to do so



Emergency Call handle or Call button

In an emergency, operate the Emergency Call handle or the Emergency Call button, and then use the microphone to speak to the Train Captain

Only operate the Emergency Call handle or Call button in an emergency. If you feel unwell, ask station staff for assistance at the next station



Emergency exit doors

Emergency exit doors on trains are only for use under the direction of MTR staff or emergency services personnel in the event of an evacuation



During Evacuation

- Remain calm
- Pay attention to station announcements and electronic display messages
- Follow the instructions and directions from MTR staff or emergency services personnel
- Do not stay to watch or to film



Evacuation from a station

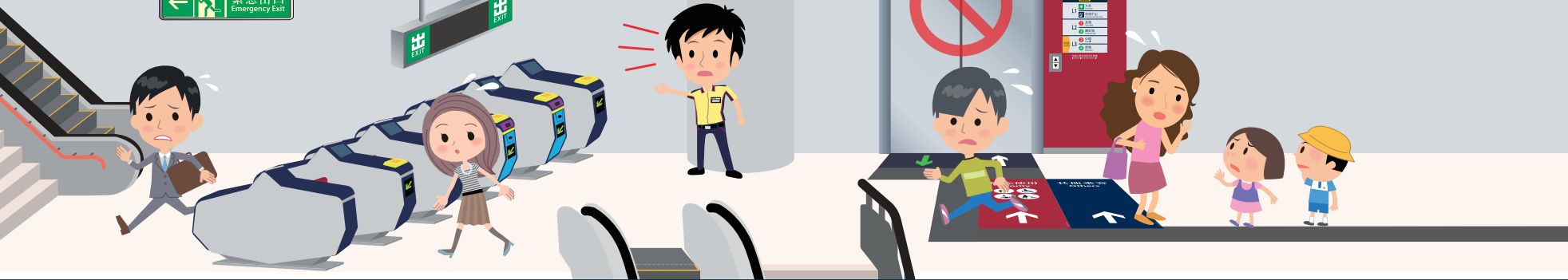
- Use the nearest exit as directed by MTR staff, emergency services personnel or as indicated by flashing or illuminated exit signs to immediately leave the station

- Use the nearest escalator or staircase to exit
- Do not use the lift (except designated lifts in Lei Tung Station, Ho Man Tin Station, HKU Station and Sai Ying Pun Station)



Passengers with disabilities and those who need assistance

- Ask for assistance from other passengers
- If safe to do so, wait for MTR staff or emergency services personnel



Evacuation from a train

- Evacuation from a train will normally take place at the nearest station platform for more effective evacuation and incident handling
- In an emergency where evacuation from a train onto the track takes place
 - Leave bulky items on seats so they do not block the passageway
 - Do not lift anything to avoid potential electrical hazards

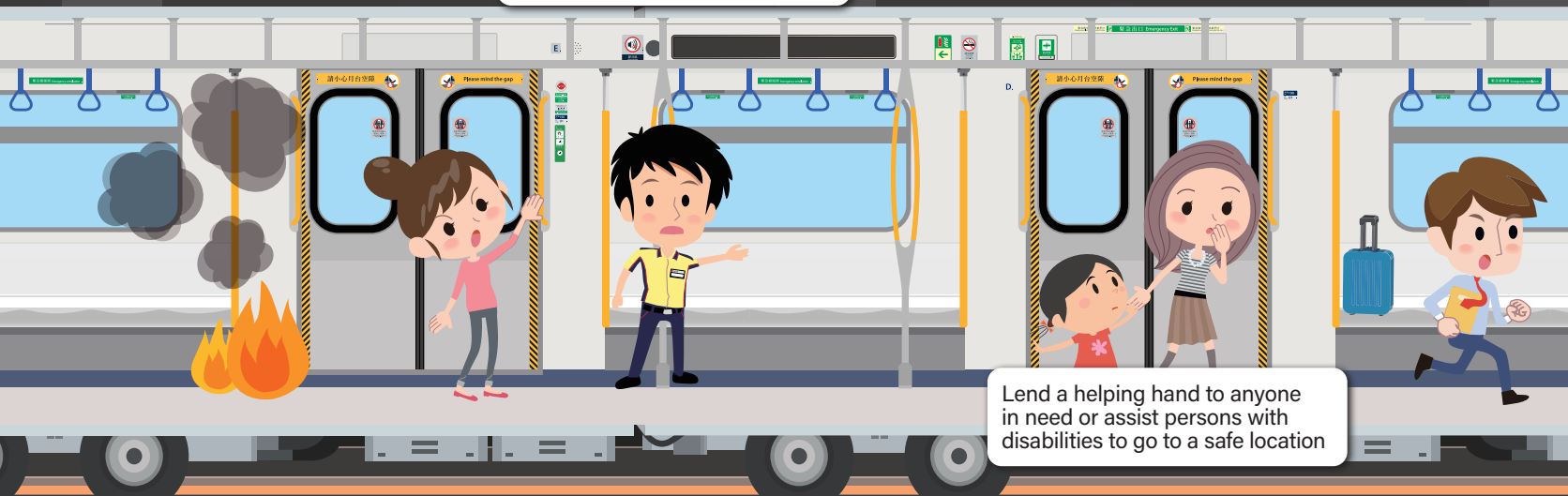


Discovering a fire on a train

Report the fire to MTR staff immediately via the microphone after pulling the Emergency Call handle or pressing the Emergency Call button

Follow the instructions given by MTR staff or emergency services personnel to leave the train

Leave bulky items on seats so they do not block the passageway



Lend a helping hand to anyone in need or assist persons with disabilities to go to a safe location



Put out the fire with a fire extinguisher if it's safe to do so



Discovering a fire in a station

- Report the fire to MTR staff or break the glass of the nearest fire alarm call point
- Follow the instructions of MTR staff or emergency services personnel to leave the station
- Do not use the lift (except designated lifts in Lei Tung Station, Ho Man Tin Station, HKU Station and Sai Ying Pun Station)
- Put out the fire with a fire extinguisher if it's safe to do so



Fire outside a train

- Stay inside the train compartment, remain calm and follow the instructions of MTR staff

Dangerous Goods

Do not bring dangerous goods* into MTR premises



fireworks,
firecrackers



LP gas, pressurised
gas cylinders



acids, thinners,
kerosene



petroleum, combustible
industrial raw materials, chemical
processing raw materials

*Dangerous goods include materials that are flammable, explosive, corrosive, toxic and radioactive. Please refer to the Dangerous Goods Ordinance (Cap. 295).

MTR staff have the legal right to refuse any passenger carrying Dangerous Goods or permitted goods in large quantities to enter MTR premises.

Passengers who need an oxygen cylinder for breathing purposes can carry an oxygen cylinder which does not exceed 1.7 liters in volume and is stored in a proper container.

Charging mobile devices safely



Use original or safety-certified chargers and follow instructions and charging guidelines in the user's guide



Stop using the device if it is damaged, overheated or swollen



Avoid using a device when it is being charged



If the device emits smoke, leave the device, remain calm and immediately seek assistance from station staff

Closed Circuit Television (CCTV)

- CCTV cameras are installed on MTR premises (including station entrances, concourses, entry/exit gates, platforms and in train compartments) for station management, security and surveillance purposes.
- Signs which illustrate CCTV cameras are in operation are displayed at stations
- The storage, access and retrieval of CCTV records are subject to and regulated by procedures and guidelines in compliance with personal data protection principles.



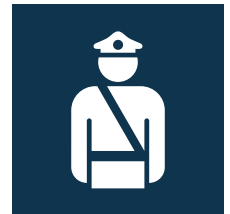
Keep a watchful eye and take appropriate actions

MTR staff strive to maintain safety on MTR premises and assistance from the Police will be sought where necessary. However, passengers' cooperation is indispensable.

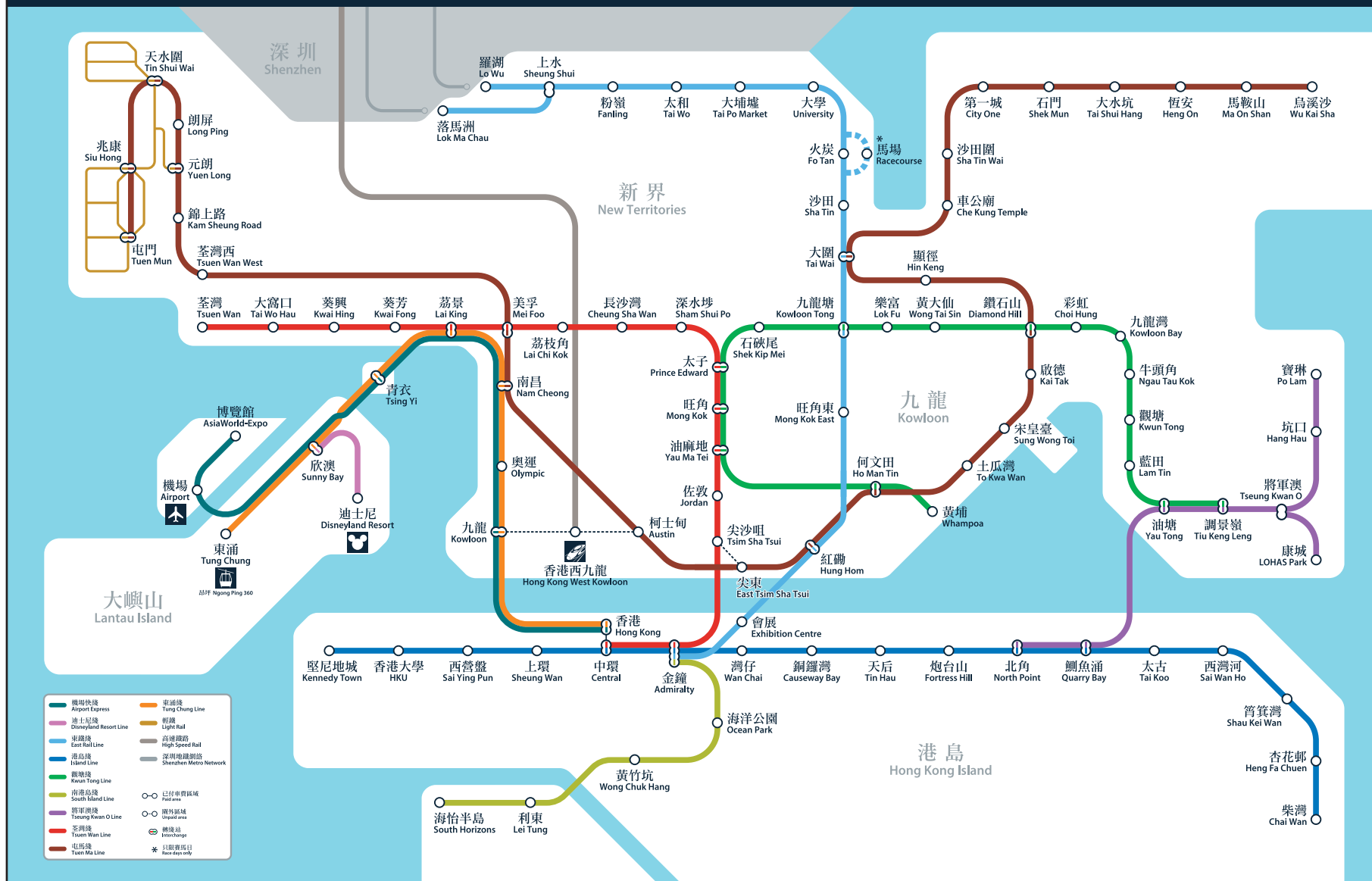
If you witness a crime or see something that doesn't look right, for instance,

- Passengers with suspicious behaviour
- Unattended baggage, backpack, parcels, or other objects
- Passengers carrying dangerous or flammable goods
- Any incident or anything you find suspicious or unusual

Speak to a member of MTR staff or the Police immediately.



港鐵路綫圖 MTR system map



Sung Wong Toi



**MTR
Safety Videos**
<https://bit.ly/2MsyoEQ>



**Travel Safely Every Day
in the MTR (Electronic Copy)**
<https://bit.ly/3AigTkz>

