

高速铁路
High Speed Rail



心繫生活每一程

高速铁路(香港段) 安全指南

High Speed Rail (Hong Kong Section) Safety Guide



目录

安全乘搭高速铁路

一般指引.....	3
保安检查.....	5

安全

出 / 入闸机	7
乘搭扶手电梯.....	9
乘搭升降机.....	11
在月台上.....	13
在港铁动感号列车上.....	15

行动辅助设备

使用行动辅助设备.....	17
---------------	----

紧急设备

在香港西九龙站内.....	19
港铁动感号车厢.....	23

紧急疏散程序

疏散时.....	27
从车站疏散.....	27
从港铁动感号上疏散.....	27
火警.....	29
在港铁动感号车厢内发生火警	29
在港铁动感号车厢外发生火警	29
车站内发生火警.....	29

流动装置

安全使用流动装置充电器	31
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保安

闭路电视.....	33
提高警觉 及时举报.....	33
公共卫生.....	33

本指南只适用于高速铁路（香港段），以下简称「高铁」，及港铁动感号。乘客在高速铁路香港段外及其他高铁列车，请依从当地相关安全指引。如发生任何事故，请听从职员或紧急救援人员指示或寻求协助。

Table of Content

Travel Safely in the High Speed Rail

General Guidelines.....	4
Security Inspection.....	6

Safety

Exit / Entry Gates	8
Using an Escalator	10
Using a Lift.....	12
On the Platform.....	14
Travelling on the Vibrant Express.....	16

Mobility Aids

Using Mobility Aids	18
---------------------------	----

Emergency Equipment

In Hong Kong West Kowloon Station	20
On the Vibrant Express	24

Emergency Evacuation Procedures

During an Evacuation	28
Evacuation from the Station.....	28
Evacuation from the Vibrant Express	28
Fire	30
Fire on the Vibrant Express	30
Fire outside the Vibrant Express.....	30
Fire in the Station.....	30

Mobile Devices

Charging mobile devices safely	32
--------------------------------------	----

Security

Closed Circuit Television.....	34
Keep a watchful eye and take appropriate action.....	34
Public Hygiene	34

This safety guide is applicable only to the High Speed Rail (Hong Kong Section) and the Vibrant Express. For passengers travelling on the High Speed Rail in sections other than the Hong Kong section and other trains, please follow the corresponding safety guides. In the event of an accident ask for assistance from Staff and follow directions of Staff or Emergency Service Personnel



一般指引

- 高铁车站范围内不准吸烟（除指定吸烟区外）
- 切勿在高铁范围内嬉戏、推撞、奔跑、使用滑板或无人机
- 不要高举任何物件，以免触碰到任何高位装备如电缆或电子仪器，产生危险
- 为自己及其他乘客安全着想，携带婴儿车、手推车、大型物件或轮椅时，请使用升降机
- 在车站范围（出入口、票务大堂、口岸区、离港大堂及月台）及绿化空间，请时刻注意人流管制安排，并听从车站职员指示

切勿携带下列物品进入高铁范围：（详情请参考「广州 - 深圳 - 香港」高速铁路跨境旅客运输组织规则）

- 每件随身携带物品长阔高相加的总尺寸超过 130 厘米，及总重量超过 20 千克的物品（成人）；重量超过 10 千克的物品（小童）
- 对其他乘客构成危险的物品如各式利器及攻击性武器（包括样品、其主要零组件及仿制品）
- 危险物品如剧毒化学品、腐蚀性物品等
- 易燃或易爆物品、油漆、天拿水、压缩气体和石油气等
- 动物、雀鸟和禽畜（导盲犬除外）



长阔高总和超过 130 厘米，视作大型行李。

The total dimensions (length + width + height) exceeding 130cm is regarded as bulky baggage.

General Guidelines

- Smoking is not allowed in High Speed Rail premises (except in the designated smoking area)
- Playing, pushing, running, skateboarding and flying drones are all prohibited activities in High Speed Rail premises
- Do not lift / carry any object high up to avoid the potential hazard of hitting an overhead line and/or electrical equipment
- When travelling with a baby pram, trolley, bulky baggage or wheelchair, always use the lift for your own and others safety
- Always be aware of any crowd management arrangements and follow Station Staff instructions when you are anywhere within High Speed Rail premises (Exits, Entrances, Ticketing Concourse, Mainland Port Area, Departure Concourse, and Platforms) and Green Plaza

Do not bring these items into High Speed Rail premises:

(please refer to The Rules for "Guangzhou - Shenzhen - Hong Kong" High Speed Rail Cross-Boundary Passenger Transport)

- Baggage with a total dimension for each item (i.e. sum of length, width, and height) exceeding 130 cm and total weight exceeding 20kg (for adult) / 10kg (for child)
- Any objects that pose a danger to other passengers, such as sharp objects or weapons (this includes samples, key part components or prototypes)
- Objects that are toxic or corrosive in nature, or any other hazardous materials
- Flammable or explosive materials, such as paint, thinners, pressurised gas, LP gas, etc.
- Animals, birds, or livestock (except for guide dogs)



保安检查

- 为确保所有旅客享有安全的旅程，在进入出境检查大堂前，请将个人物品放于手提行李内，然后放置在独立托盘内进行保安检查
- 所有旅客需通过金属探测拱门，在部份情况下，旅客亦可能会被要求进行人手检查

车站职员有权拒绝任何携有危险品或大型物品的人士进入高铁车站范围。

Security Inspection

- To ensure passengers enjoy a safe journey, please put all your personal belongings in your baggage, and then place your baggage in an individual tray for security inspection, prior to entering the Departure Inspection Lobby
- All passengers are required to go through a metal detector gate. In some situations, passengers may be required to participate in a pat-down inspection by Security Staff

Station Staff have the right to refuse entry to High Speed Rail premises of any person carrying dangerous or prohibited goods or bulky items

出 / 入闸机

出 / 入闸机时

- 切勿奔跑冲过闸机
- 小心照顾幼童

使用闸机时，先等候闸机范围内的乘客完全离开，
然后按以上出入闸机的使用方法进出

Exit / Entry Gates

When exiting or entering the Gates

- Do not run when passing through the gates
- Look after young children

Before passing through a gate, please wait for passengers to clear the gate area before you enter. When the gate area is clear, enter the gate following the above guidelines





乘搭扶手电梯

踏上扶手电梯前

- 先看清楚运行方向
- 留意梯级，小心踏上，然后站稳及紧握扶手，
请勿站近梯边
- 小心照顾同行的小孩和长者
- 小心妥善照顾随身行李，以免发生意外

离开扶手电梯时

- 留意梯级，小心踏出
- 尽快离开出口范围

安全指引

- 切勿携带婴儿车、手推车、轮椅、大型行李 * 或过长的物件使用扶手电梯
- 留意梯级，切勿专注手机而忽略四周情况
- 避免站近梯级边缘，尤其是穿着过长或宽松的衣服、拖鞋或凉鞋
- 在电梯上要紧握扶手，切勿走动
- 切勿倚在扶手上
- 切勿在扶手电梯上奔跑、嬉戏或争先恐后
- 切勿在扶手电梯出口范围站立或逗留
- 如遇紧急事故，立即按下紧急停机掣

* 长阔高总和超过 130 厘米，视作大型行李。

Using an Escalator

When stepping onto an escalator

- Be aware of the direction
- Pay attention to the steps before carefully stepping on. Stand still, hold the handrail and stand clear of the edges
- Look after accompanying young children and the elderly
- Take good care of your hand-carried baggage in order to avoid accident

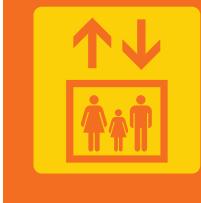
When stepping off an escalator

- Pay attention to the steps and step off carefully and promptly
- Move away from the landing area immediately after stepping off

Safety Guidelines

- Do not travel on escalators with trolleys, bulky baggage*, baby prams, wheelchairs or any excessively long objects
- Stay alert and be aware of your surroundings! Do not focus only on your mobile phone
- Stand clear of the edges, especially when wearing long / loose clothing, slippers or sandals
- Hold the handrail and stand still
- Do not lean against the handrail
- Do not walk, run, play or push
- Do not stand or wait in the escalator landing area
- In the event of an emergency, immediately press the Emergency Stop button

* The total dimensions (length + width + height) exceeding 130cm is regarded as bulky baggage.



乘搭升降机

使用升降机时

- 切勿令升降机超载
- 尽量行入升降机内，切勿站近或将所携带的物品靠近升降机门
- 切勿强行打开升降机门
- 如升降机在楼层之间停止运作或升降机门无法打开，按下警钟掣并保持镇定，等待救援

如果您是

- 长者或需要照顾同行小孩
- 行动不便或使用轮椅
- 携带婴儿车、手推车、大型行李*或物件

请使用升降机！

提提您！

- 让有需要的乘客优先使用升降机
- 让升降机内的乘客先离开

* 长阔高总和超过 130 厘米，视作大型行李。

Using a Lift

When using a lift

- Do not overload the lift
- Move inside and keep your body and all belongings clear of the doors
- Do not attempt to force open lift doors
- If the lift stops between floors or the doors fail to open, press the Emergency Alarm button, and remain calm while waiting for assistance

If you are

- elderly or travelling with children
- a mobility impaired passenger or a wheelchair user
- travelling with a baby pram, a trolley, bulky baggage* or items

Always use the lift!

Tips

- Always give priority to passengers in need when using a lift
- Allow passengers to exit first before entering

* The total dimensions (length + width + height) exceeding 130cm is regarded as bulky baggage.



在月台上

上落车时

- 小心列车与月台间之空隙
- 切勿只专注手机而忽略四周情况
- 车门正在关上时，切勿冲门或强行上落车
- 切勿阻碍车门关闭
- 若有物件被车门夹住，应立即放手，切勿紧握物件或尝试把物件拉出

在任何情况下，不得擅自走进路轨

- 遇上紧急事故，立即按动月台上的紧急停车掣停列车
- 如需协助，可使用召援电话联络车站职员

若不慎从月台堕进路轨

- 保持镇定
- 大声求救，等候车站职员前来协助返回月台

当发现有人堕进路轨

- 立即按动月台上的紧急停车掣
- 尽快通知车站职员处理
- 切勿擅自走进路轨

若有物件掉进路轨

必须联络车站职员代为拾回，切勿尝试自行拾回

On the Platform

When boarding / exiting from a train

- Be aware of the gap between the platform and the train
- Always be aware of your surroundings! Do not focus only on your mobile phone.
- When the train doors are closing, do not rush toward the doors or force your way into or off the train
- Do not block the train doors when they are closing
- Let go of your belongings if they are caught by the train doors. Do not hold onto them or attempt to pull them out

Never under any circumstances trespass onto the track

- Press the Emergency Train Stop button on the platform to stop the train in case of an emergency
- Use the Help Line to contact Station Staff for assistance

If you accidentally fall from the platform onto the track

- Keep calm
- Scream for help and wait for assistance from Station Staff to return to the platform

If someone has fallen onto the track

- Immediately press the Emergency Train Stop button on the platform to stop the train
- Promptly report the incident to Station Staff
- Never go down onto the track

If something has fallen onto the track

- Ask Station Staff for assistance. Never attempt to retrieve the object yourself



在港铁动感号上

- 切勿站近车门，确保手和手指远离车身与车门之间的空隙
- 切勿让身体或任何物品阻碍车门关闭
- 留意列车上的广播和乘客讯息显示屏的讯息
- 将行李放在指定的范围内，以免阻塞通道
- 如要在列车行驶时离开座位，请紧握扶手
- 取用热水时注意安全，切勿任由小孩单独取用热水
- 使用洗手间时要扶稳，以免滑倒

Travelling on the Vibrant Express

- Stand clear of the train doors. Keep hands and fingers away from the gap between the train body and the train doors
- Do not stop the train doors from closing with your body or any other object
- Pay attention to on-board announcements and the Passenger Information Display System
- Place your baggage only in designated areas so they do not block the passageways
- Please use the handrail when leaving your seats when the train is in movement
- Be careful when getting hot water. Do not allow young children to get hot water on their own
- When using the toilet please hold on to the handrails to avoid slipping





使用行动辅助设备

车站内

- 行动辅助设备加上其使用者的总重量不得超过200公斤
- 尺寸限制为120厘米（长）x 70厘米（阔）
- 以相当于步行的速度安全前进
- 进出车站或上落各层时，必须使用客用升降机，切勿使用扶手电梯
- 行经站内柱位和角位时要加倍小心，因为其他乘客未必能及时看见或察觉有轮椅驶近而避免意外发生
- 小童使用行动辅助设备时须由成人陪同
- 内燃机推进的行动辅助设备不得在港铁范围内使用
- 行动辅助设备只供行动障碍或困难人士使用。港铁职员有权要求使用者提供有关证明

如需协助，可联络车站职员

乘搭港铁动感号时

- 上落列车时，小心列车与月台间之空隙
- 上车后，将轮椅停泊在车厢内的指定地方，并将制动器上好

Using Mobility Aids

In Station Premises

- The total weight of the Mobility Aid and its user shall not exceed 200 kg
- The dimensions shall not exceed 120cm (length) x 70cm (width)
- The user must travel at a speed equivalent to walking pace
- Wheelchair users must use passenger lifts to move between floor levels. Escalators must not be used
- Wheelchair users should be cautious when approaching the location of pillars and corners as other passengers may not be aware of you approaching and may not be able to move out of the way in time to avoid an accident
- A child using a Mobility Aid shall be accompanied by adult
- No Mobility Aid propelled by a combustion engine shall enter or remain on MTR premises
- The user of any Mobility Aid must be mobility impaired or having mobility difficulty. MTR staff may require a person to provide relevant proof

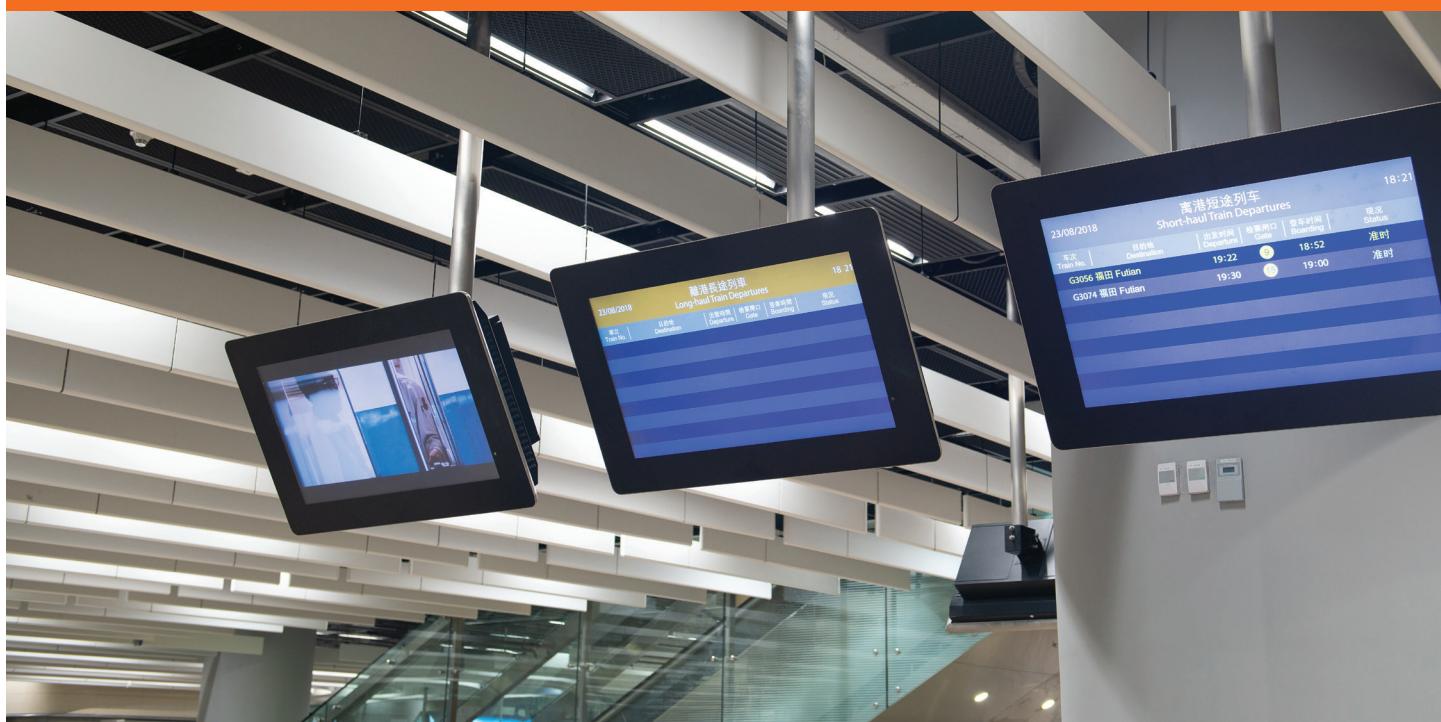
If you need our help, please contact station staff

Travelling on the Vibrant Express

- Please be aware of the gap between the platform and the train when boarding or exiting
- After boarding, always park the wheelchair in the designated area and stabilize it with the wheelchair's locking mechanism

紧急设备

Emergency Equipment



在香港西九龙站内

乘客资讯显示系统

发生紧急事故时，车站内的乘客资讯显示系统会显示车站关闭讯息或紧急疏散的特定指示讯息。

亮起的出口指示牌

发生紧急事故时，依照亮起的出口指示牌上指示的疏散路線离开车站

如有需要，请依照车站职员指示疏散到特定的安全地方等候救援，并安排办理出入境手续

In Hong Kong West Kowloon Station

Passenger Information Display System

In an emergency, the Passenger Information Display System will show specific messages regarding the closing of the station or give emergency evacuation directions

Illuminated Exit Signs

In an emergency, follow the evacuation route indicated by the illuminated exit signs

Please follow Station Staff or Emergency Service Personnel directions to evacuate to the designated Safety Point and then wait for assistance to carry out re-entry processing if necessary

紧急设备

Emergency Equipment



1 火警钟

发现火警时，打破最近的火警钟玻璃或尽快通知车站职员

2 消防龙头、消防喉辘和灭火筒

站内设备了消防龙头、消防喉辘和灭火筒

3 烟雾探测器、抽烟系统、通风系统和消防花洒系统

如在车站内探测到火警或浓烟时，以上系统会自行启动

4 扶手电梯上的紧急停机掣

所有扶手电梯均设有紧急停机掣，供紧急情况下使用

5 紧急停车掣

月台上设有紧急停车掣，供紧急情况下使用

6 召援电话

车站设有召援电话，用来直接与车站控制室职员联络



1 Fire Alarm

In the event of a fire, break the glass at the nearest fire alarm call point or report the situation immediately to Station Staff

2 Fire hydrant, Fire Hose Reel and, Fire Extinguisher

Fire hydrants, fire hose reels, and fire extinguishers are available in the Station

3 Smoke Detection System, Smoke Extraction System, Ventilation System, and Fire Sprinkler System

This equipment will operate automatically in the event of a fire or when dense smoke is detected

4 Emergency Stop Button on Escalators

Emergency Stop buttons are located on all escalators for use in an emergency

5 Emergency Train Stop Button

Emergency Train Stop buttons are located on all platforms for use in an emergency

6 Help Line

Help Lines connecting direct to the Station Control Room are available in the Station

紧急设备

Emergency Equipment



港铁动感号车厢

1 灭火筒

港铁动感号上均设有灭火筒。在安全情况下，依照指示使用灭火筒灭火。

2 车厢内紧急门掣

每个车门旁都设有紧急门掣。在紧急情况下，按破封条并放下活门后，伸手扭开于配置柜内的阀门，以人手操作开关车门。

3 紧急逃生窗

车厢内设有紧急逃生窗。在紧急情况下，可使用窗旁的紧急锤敲击玻璃上的红色点逃生。

外端门

外端门位于车厢间通道连接处，有效防烟防火。



On the Vibrant Express

1 Fire Extinguisher

There are fire extinguishers on every Vibrant Express. Follow the instructions provided and use only when safe to do so.

2 In-train Emergency Door Release Handle

Each train door is equipped with an emergency door release handle. In an emergency, break the seal and open the cover, then turn the release handle to unlock the train door and manually slide open the train door.

3 Emergency Evacuation Window

Each train compartment has emergency evacuation windows. In the case of an emergency, break the window open by hitting the red evacuation circle with the emergency hammer, which is provided next to the window.

Gangway Door

The gangway door located at the train connecting passageway is in place to reduce the spread of smoke and fire.

紧急设备

Emergency Equipment

1 紧急停车按钮

紧急停车按钮设置在每个车门旁边。如要紧急制动列车，乘客可向上推开外罩，再按下紧急停车按钮，便会紧急刹停列车

烟雾警报系统

车厢内不同位置设有烟雾探测器，当烟雾达至一定浓度时或在洗手间内吸烟，都会发出警报

2 紧急通话器

遇上紧急情况时，推上外罩，按下报警按钮 2 秒，然后利用通话器与车上职员通话

3 紧急召援按钮

在 7 号车厢行动不便人士洗手间设置了紧急召援按钮，供行动不便人士在紧急状况时使用

自动体外心脏除颤器

在动感号内配备自动体外心脏除颤器，供乘客紧急时使用



1 Emergency Train Stop Button

An Emergency Train Stop Button is installed next to each train door. In an emergency when a train must be stopped, lift up the cover and press the Emergency Train Stop button. The train will then immediately stop

Smoke Detection System

Smoke detectors are installed at various locations inside the train compartment. The smoke alarm will go off when the smoke density reaches a specific level and will be triggered by any passenger smoking in the toilets

2 Emergency Call Device

In case of an emergency, lift up the cover, then press and hold the button for 2 seconds. When the green light is on, speak to the driver through the microphone giving clear information about the emergency

3 Emergency Call Button

The accessible toilet in Car #7 is equipped with an Emergency Call button for passenger's use in an emergency

Automatic External Defibrillator (AED)

An Automatic External Defibrillator (AED) is available on every Vibrant Express for passengers to use in an emergency



疏散时

- 保持镇定
- 留意广播和乘客资讯显示系统的信息
- 依照职员或紧急救援人员的指示离开

从车站疏散

- 留意亮起的出口标志，利用最近的出口立刻离开车站
- 使用最近的扶手电梯或楼梯离开
- 切勿使用升降机

从港铁动感号列车上疏散

如需要疏散时

- 切勿带同大型物件离开
- 切勿阻塞通道
- 切勿高举任何物件，以免因靠近高压架空设备而引发触电
- 听从高铁职员指示，等候救援列车或指定地方撤离

行动不便人士和有需要的人士

- 应要求其他乘客提供协助
- 在安全情况下，等候车站职员或紧急救援人员到场协助

During an Evacuation

- Remain calm
- Pay attention to station announcements and to the messages shown on the Passenger Information Display System
- Always follow instructions from Staff or Emergency Service Personnel

Evacuation from the Station

- Use the nearest exit as indicated by the illuminated exit signs and immediately leave the station
- Use the nearest escalator or staircase to exit
- Do not use the lift

Evacuation from the Vibrant Express

If it is necessary to evacuate from the Vibrant Express

- Do not take any bulky items with you
- Do not block the passageways
- Do not lift anything up to avoid potential contact with electrical hazards due to the high voltage of the overhead line
- Follow instructions from Staff to either wait for the assisting train or to evacuate to a designated area

Passengers with disabilities and those who require assistance

- Ask for assistance from other passengers
- If safe to do so, wait for assistance from Staff or Emergency Service Personnel



火警

- 如发现烟雾或火警，或察觉有燃烧气味，立即通知职员
- 协助有需要的人士或残疾人士前往安全地点

在港铁动感号车厢内发生火警

- 立即使用紧急通话器通知车上职员
- 在安全情况下，使用列车上的灭火筒灭火。
- 依照车上职员或紧急救援人员的指示撤离车厢
- 撤离时，切勿带同大型物件
- 切勿阻塞通道

在港铁动感号车厢外发生火警

保持镇定，联络车上职员。听从职员指示。如有需要，撤离到不受影响的车厢，并为随时撤离做好准备。

车站内发生火警

- 通知车站职员或打破最近的火警钟玻璃
- 依照车站职员或紧急救援人员的指示，立刻离开车站
- 切勿使用升降机

Fire

- If you notice smoke, fire, or a burning smell, notify Staff immediately
- Offer assistance to anyone in need and help persons with disabilities reach a safe place

Fire on the Vibrant Express

- Report the fire to Train Staff immediately by using the Emergency Call Device
- Use the fire extinguisher provided on the train if safe to do so
- Follow the instructions given by Train Staff or emergency service personnel to evacuate from the train
- Do not take any bulky items with you
- Do not block the passageway

Fire outside the Vibrant Express

Stay calm and report the situation to Train Staff and follow their instructions. If necessary, move to other unaffected train compartments. Be prepared to evacuate from the train

Fire in the Station

- Report the fire to Station Staff or break the glass on the nearest fire alarm call point
- Follow the instructions of Station Staff or emergency services personnel and immediately leave the station
- Do not use the lift

安全使用流动装置充电器 Charging Mobile Devices Safely



安全使用流动装置充电器

为减低发生意外的风险，充电时：

不应

- 将流动装置或充电器放于手袋或背包内
- 同时使用流动装置



必须

- 依据产品说明书的指示充电
- 如流动装置或充电器过热，应立即停止使用及停止充电



如发现装置或充电器冒烟，请保持冷静，将装置放于原地并尽快向车站职员求助



Charging mobile devices safely

To lower the risk of accidents, when charging mobile devices

Don't

- leave mobile devices that are charging in a purse, bag or backpack
- use the mobile device while it is charging

Do

- Follow instructions and charging guidelines in the user's guide for your device
- Stop using or charging the device immediately if it is overheating

If the device emits smoke, remain calm and leave the device, then immediately seek assistance from Station Staff



闭路电视

高铁范围（包括车站出入口、大堂、出／入闸机、月台）已安装闭路电视，作为车站管理、保安及监察之用。高铁贴有告示通知所有高铁使用者闭路电视监察正在进行。闭路电视纪录的储存、查阅及提取均按照有关程序及指引处理，以确保符合个人资料私隐保障原则

提高警觉 及时举报

在高铁的所有公众范围内皆有车站职员和警察定时巡逻。尽管我们已采取上述措施，但仍需要您的协助来维持铁路的安全

一旦发现罪行或可疑情况，应立即通知车站职员或警察。例如：

- 乘客行为怪异
- 发现无人看管的行李、背囊、包裹或其他物品
- 有乘客携带危险品或易燃物品
- 发生事故或发现任何可疑或不寻常情况

公共卫生

如感到不适，或出现传染病病征，如发烧、呼吸道症状。请向职员求助或向口岸卫生人员联络

Closed Circuit Television

CCTV cameras are installed in the High Speed Rail premises (including station entrances, concourse, entry / exit gates, and platforms) for station management, security and surveillance purposes. Notices are posted to inform High Speed Rail users that CCTV surveillance cameras are in operation. 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 action

While all public areas of the High Speed Rail are regularly patrolled by Station Staff and the Police, we still need your assistance to keep the railway safe

If you witness a crime or see something suspicious, such as:

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

Report it immediately to Staff or the Police

Public Hygiene

If you are not feeling well, or have any contagious signs/symptoms, such as fever or respiratory issues, please seek assistance from Station or Train Staff or contact health workers at the Mainland Port

