

高速鐵路
High Speed Rail



心繫生活每一程

高速鐵路(香港段) 安全指南

High Speed Rail (Hong Kong Section) Safety Guide



目錄

安全乘搭高速鐵路

一般指引	3
保安檢查	5

安全

出 / 入閘機	7
乘搭扶手電梯	9
乘搭升降機	11
在月台上	13
在港鐵動感號列車上	15

行動輔助設備

使用行動輔助設備	17
----------------	----

緊急設備

在香港西九龍站內	19
港鐵動感號車廂	23

緊急疏散程序

疏散時	27
從車站疏散	27
從港鐵動感號上疏散	27
火警	29
在港鐵動感號車廂內發生火警	29
在港鐵動感號車廂外發生火警	29
車站內發生火警	29

流動裝置

安全使用流動裝置充電器	31
-------------------	----

保安

閉路電視	33
提高警覺 及時舉報	33
公共衛生	33

本指南只適用於高速鐵路（香港段），以下簡稱「高鐵」，及港鐵動感號。乘客在高速鐵路香港段外及其他高鐵列車，請依從當地相關安全指引。如發生任何事故，請聽從職員或緊急救援人員指示或尋求協助。

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.

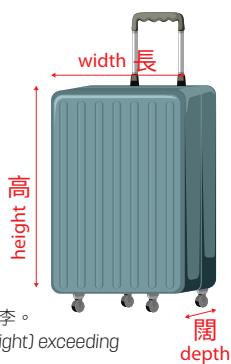


一般指引

- 高鐵車站範圍內不准吸煙（除指定吸煙區外）
- 切勿在高鐵範圍內嬉戲、推撞、奔跑、使用滑板或無人機
- 不要高舉任何物件，以免觸碰到任何高位裝備如電纜或電子儀器，產生危險
- 為自己及其他乘客安全著想，攜帶嬰兒車、手推車、大型物件或輪椅時，請使用升降機
- 在車站範圍（出入口、票務大堂、口岸區、離港大堂及月台）及綠化空間，請時刻注意人流管制安排，並聽從車站職員指示

切勿攜帶下列物品進入高鐵範圍：（詳情請參考「廣州 - 深圳 - 香港」高速鐵路跨境旅客運輸組織規則）

- 每件隨身攜帶物品長闊高相加的總尺寸超過130厘米，及總重量超過20千克的物品(成人)；重量超過10千克的物品(小童)
- 對其他乘客構成危險的物品如各式利器及攻擊性武器(包括樣品、其主要零組件及仿製品)
- 危險物品如劇毒化學品、腐蝕性物品等
- 易燃或易爆物品、油漆、天拿水、壓縮氣體和石油氣等
- 動物、雀鳥和禽畜(導盲犬除外)



長闊高總和超過130厘米，視作大型行李。

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 shape 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)



保安檢查

- 為確保所有旅客享有安全的旅程，在進入出境檢查大堂前，請將個人物品放於手提行李內，然後放置在獨立托盤內進行保安檢查
- 所有旅客需通過金屬探測拱門，在部份情況下，旅客亦可能會被要求進行人手檢查

車站職員有權拒絕任何攜有危險品或大型物品的人士進入高鐵車站範圍。

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 / 入閘機

出 / 入閘機時

- 切勿奔跑衝過閘機
- 小心照顧幼童

使用閘機時，先等候閘機範圍內的乘客完全離開，
然後按以上出入閘機的使用方法進出

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





乘搭扶手電梯

踏上扶手電梯前

- 先看清楚運行方向
- 留意梯級，小心踏上，然後站穩及緊握扶手，請勿站近梯邊
- 小心照顧同行的小孩和長者
- 小心妥善照顧隨身行李，以免發生意外

離開扶手電梯時

- 留意梯級，小心踏出
- 盡快離開出口範圍

安全指引

- 切勿攜帶嬰兒車、手推車、輪椅、大型行李 * 或過長的物件使用扶手電梯
- 留意梯級，切勿專注手機而忽略四周情況
- 避免站近梯級邊緣，尤其是穿著過長或寬鬆的衣服、拖鞋或涼鞋
- 在電梯上要緊握扶手，切勿走動
- 切勿倚在扶手上
- 切勿在扶手電梯上奔跑、嬉戲或爭先恐後
- 切勿在扶手電梯出口範圍站立或逗留
- 如遇緊急事故，立即按下緊急停機掣

* 長闊高總和超過 130 厘米，視作大型行李。

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.



乘搭升降機

使用升降機時

- 切勿令升降機超載
- 盡量行入升降機內，切勿站近或將所攜帶的物品靠近升降機門
- 切勿強行打開升降機門
- 如升降機在樓層之間停止運作或升降機門無法打開，按下警鐘掣並保持鎮定，等待救援

如果您是

- 長者或需要照顧同行小孩
- 行動不便或使用輪椅
- 攜帶嬰兒車、手推車、大型行李*或物件

請使用升降機！

提提您！

- 讓有需要的乘客優先使用升降機
- 讓升降機內的乘客先離開

*長闊高總和超過 130 厘米，視作大型行李。

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

上落車時

- 小心列車與月台間之空隙
- 切勿只專注手機而忽略四周情況
- 車門正在關上時，切勿衝門或強行上落車
- 切勿阻礙車門關閉
- 若有物件被車門夾住，應立即放手，切勿緊握物件或嘗試把物件拉出

在任何情況下，不得擅自走進路軌

- 遇上緊急事故，立即按動月台上的緊急停車掣停列車
- 如需協助，可使用召援電話聯絡車站職員

若不慎從月台墮進路軌

- 保持鎮定
- 大聲求救，等候車站職員前來協助返回月台

當發現有人墮進路軌

- 立即按動月台上的緊急停車掣
- 盡快通知車站職員處理
- 切勿擅自走進路軌

若有物件掉進路軌

必須聯絡車站職員代為拾回，切勿嘗試自行拾回



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

在港鐵動感號上

- 切勿站近車門，確保手和手指遠離車身與車門之間的空隙
- 切勿讓身體或任何物品阻礙車門關閉
- 留意列車上的廣播和乘客訊息顯示屏的訊息
- 將行李放在指定的範圍內，以免阻塞通道
- 如要在列車行駛時離開座位，請緊握扶手
- 取用熱水時注意安全，切勿任由小孩單獨取用熱水
- 使用洗手間時要扶穩，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





使用行動輔助設備

車站內

- 行動輔助設備加上其使用者的總重量不得超過 200 公斤
- 尺寸限制為 120 厘米 (長) x 70 厘米 (闊)
- 以相當於步行的速度安全前進
- 進出車站或上落各層時，必須使用客用升降機，切勿使用扶手電梯
- 行經站內柱位和角位時要加倍小心，因為其他乘客未必能及時看見或察覺有輪椅駛近而避免意外發生
- 小童使用行動輔助設備時須由成人陪同
- 內燃機推進的行動輔助設備不得在港鐵範圍內使用
- 行動輔助設備只供有行動障礙或困難人士使用。港鐵職員有權要求使用者提供有關證明

如需協助，可聯絡車站職員

乘搭港鐵動感號時

- 上落列車時，小心列車與月台間之空隙
- 上車後，將輪椅停泊在車廂內的指定地方，並將制動器上好

Using Mobility Aids

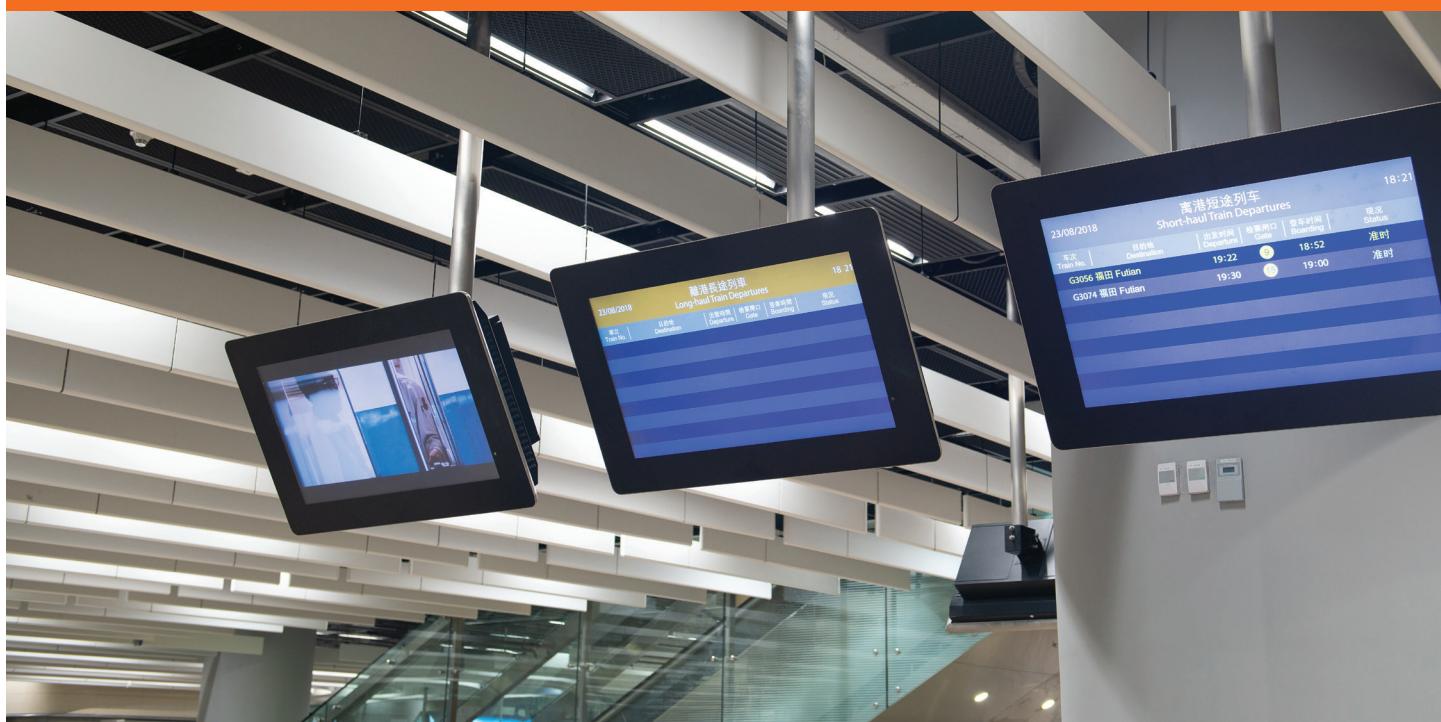
In Station Premises

- 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



在香港西九龍站內

乘客資訊顯示系統

發生緊急事故時，車站內的乘客資訊顯示系統會顯示車站關閉訊息或緊急疏散的特定指示訊息。

亮起的出口指示牌

發生緊急事故時，依照亮起的出口指示牌上指示的疏散路線離開車站

如有需要，請依照車站職員指示疏散到特定的安全地方等候救援，並安排辦理出入境手續

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

緊急設備

Emergency Equipment



1 火警鐘

發現火警時，打破最近的火警鐘玻璃或盡快通知車站職員

2 消防龍頭、消防喉轆和滅火筒

站內設備了消防龍頭、消防喉轆和滅火筒

3 煙霧探測器、抽煙系統、通風系統和消防花灑系統

如在車站內探測到火警或濃煙時，以上系統會自行啟動

4 扶手電梯上的緊急停機掣

所有扶手電梯均設有緊急停機掣，供緊急情況下使用

5 緊急停車掣

月台上設有緊急停車掣，供緊急情況下使用

6 召援電話

車站設有召援電話，用來直接與車站控制室職員聯絡



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

緊急設備

Emergency Equipment



港鐵動感號車廂

1 滅火筒

港鐵動感號上均設有滅火筒。在安全情況下，依照指示使用滅火筒滅火。

2 車廂內緊急門掣

每個車門旁都設有緊急門掣。在緊急情況下，按破封條並放下活門後，伸手扭開於配置櫃內的閥門，以人手操作開關車門。

3 緊急逃生窗

車廂內設有緊急逃生窗。在緊急情況下，可使用窗旁的緊急錘敲擊玻璃上的紅色點逃生。

外端門

外端門位於車廂間通道連接處，有效防煙防火。

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.

緊急設備

Emergency Equipment

1 緊急停車按鈕

緊急停車按鈕設置在每個車門旁邊。如要緊急制停列車，乘客可向上推開外罩，再按下緊急停車按鈕，便會緊急剎停列車

煙霧警報系統

車廂內不同位置設有煙霧探測器，當煙霧達至一定濃度時或在洗手間內吸煙，都會發出警報

2 緊急通話器

遇上緊急情況時，推上外罩，按下報警按鈕 2 秒，然後利用通話器與車上職員通話

3 緊急召援按鈕

在 7 號車廂行動不便人士洗手間設置了緊急召援按鈕，供行動不便人士在緊急狀況時使用

自動體外心臟除顫器

在動感號內配備自動體外心臟除顫器，供乘客緊急時使用



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



疏散時

- 保持鎮定
- 留意廣播和乘客資訊顯示系統的信息
- 依照職員或緊急救援人員的指示離開

從車站疏散

- 留意亮起的出口標誌，利用最近的出口立刻離開車站
- 使用最近的扶手電梯或樓梯離開
- 切勿使用升降機

從港鐵動感號列車上疏散

如需要疏散時

- 切勿帶同大型物件離開
- 切勿阻塞通道
- 切勿高舉任何物件，以免因靠近高壓架空設備而引發觸電
- 聽從高鐵職員指示，等候救援列車或指定地方撤離

行動不便人士和有需要的人士

- 應要求其他乘客提供協助
- 在安全情況下，等候車站職員或緊急救援人員到場協助

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

- 如發現煙霧或火警，或察覺有燃燒氣味，立即通知職員
- 協助有需要的人士或殘疾人士前往安全地點

在港鐵動感號車廂內發生火警

- 立即使用緊急通話器通知車上職員
- 在安全情況下，使用列車上的滅火筒滅火。
- 依照車上職員或緊急救援人員的指示撤離車廂
- 撤離時，切勿帶同大型物件
- 切勿阻塞通道

在港鐵動感號車廂外發生火警

保持鎮定，聯絡車上職員。聽從職員指示。如有需要，撤離到不受影響的車廂，並為隨時撤離做好準備。

車站內發生火警

- 通知車站職員或打破最近的火警鐘玻璃
- 依照車站職員或緊急救援人員的指示，立刻離開車站
- 切勿使用升降機

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

安全使用流動裝置充電器

Charging Mobile Devices Safely



安全使用流動裝置充電器

為減低發生意外的風險，充電時：

不應

- 將流動裝置或充電器放於手袋或背包內
- 同時使用流動裝置



必須

- 依據產品說明書的指示充電
- 如流動裝置或充電器過熱，應立即停止使用及停止充電



如發現裝置或充電器冒煙，請保持冷靜，將裝置放於原地並盡快向車站職員求助



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



閉路電視

高鐵範圍（包括車站出入口、大堂、出／入閘機、月台）已安裝閉路電視，作為車站管理、保安及監察之用。高鐵貼有告示通知所有高鐵使用者閉路電視監察正在進行。閉路電視紀錄的儲存、查閱及提取均按照有關程序及指引處理，以確保符合個人資料私隱保障原則

提高警覺 及時舉報

在高鐵的所有公眾範圍內皆有車站職員和警察定時巡邏。儘管我們已採取上述措施，但仍需要您的協助來維持鐵路的安全

一旦發現罪行或可疑情況，應立即通知車站職員或警察。例如：

- 乘客行為怪異
- 發現無人看管的行李、背囊、包裹或其他物品
- 有乘客攜帶危險品或易燃物品
- 發生事故或發現任何可疑或不尋常情況

公共衛生

如感到不適，或出現傳染病病徵，如發燒、呼吸道徵狀。請向職員求助或向口岸衛生人員聯絡

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

