

# Travel Safely Every Day in the MTR



 **MTR** 港鐵

caring for life's journeys

## 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 in every station.

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

**Learn More**  
<http://www.mtr.com.hk>



## Message from the MTR

**Travel safely every day in the MTR!.....1**

## Travelling in the MTR

**General Requirements .....2**

## Safety

**Entry / Exit Gates .....4**

**Escalators / Moving Walkways .....6**

**Lifts .....8**

**On the Platform .....8**

**On the Train .....12**

**Safe Use of Mobility Aids .....14**

## Emergencies

**Station Emergency Equipment .....16**

**Platform Emergency Equipment .....18**

**Train Emergency Equipment .....20**

**Emergency Procedures .....22**

**Fire .....24**

## Security

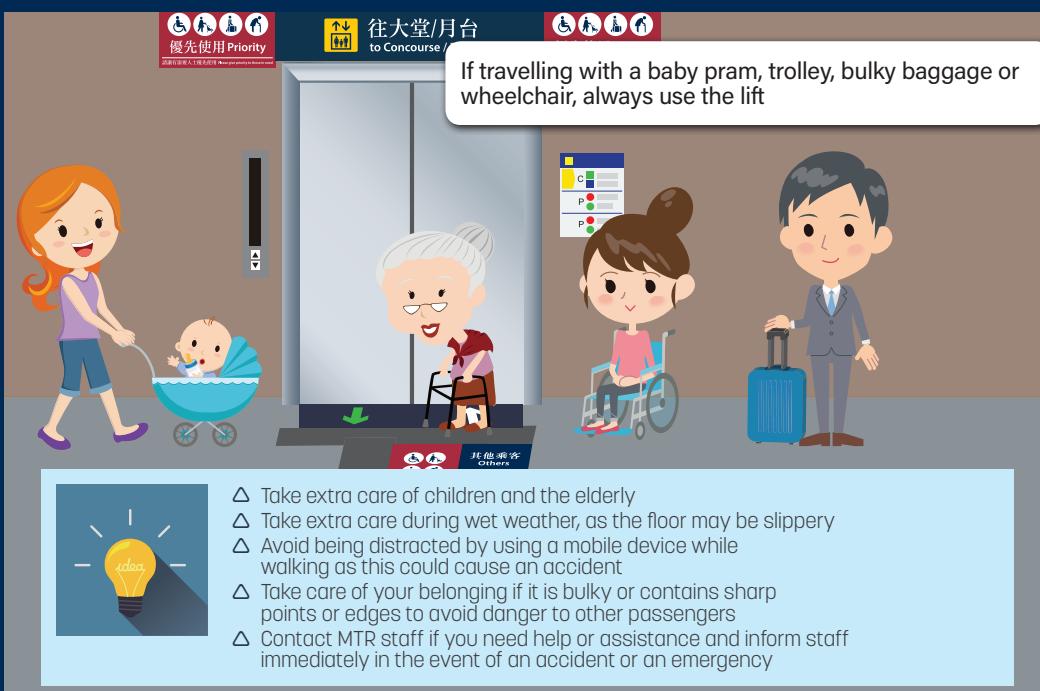
**Dangerous Goods .....26**

**Closed Circuit Television (CCTV) .....27**



#### 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 in 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](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)
- Do not bring metallic balloons into MTR premises



## ENTRY / EXIT GATES

## ENTRY / EXIT GATES



Before passing through an entry gate:

- △ Touch your ticket or Octopus onto the processor and check that the green arrow is illuminated and the "please enter" message is displayed

Before passing through an exit gate:

- △ Insert your ticket or place your Octopus onto the processor and check that the green arrow is illuminated and the "please exit" message is displayed



**Before passing through a wide gate:**

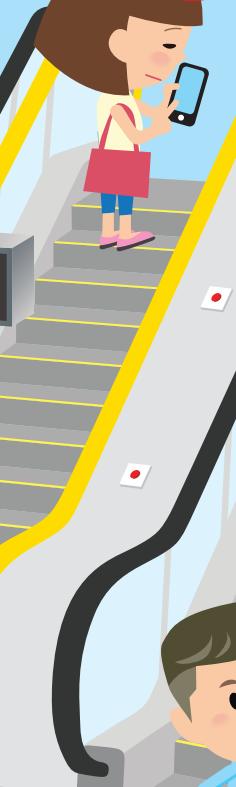
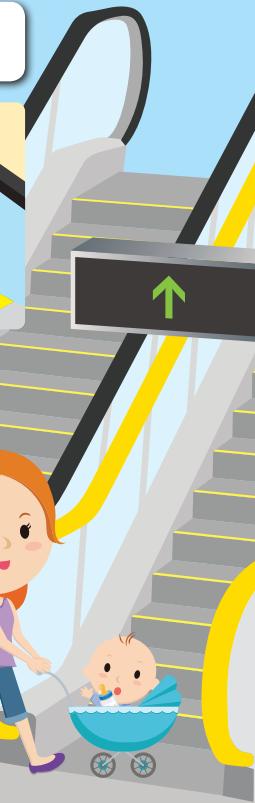
1. Wait behind the yellow line until the gate area is clear
2. Entry: Touch ticket or Octopus to the processor  
Exit: Insert ticket or place your Octopus onto the processor
3. Ensure the screen shows a green arrow and the flaps are open
4. Walk straight through out of the gate area

**General safety guidelines**

- Always hold the handrail and stand still
- Do not lean against the sides or rest on the handrail
- Do not wait or stand in the landing area
- In the event of an emergency, immediately press the Emergency Stop button



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



Stay alert! Do not keep your eyes only on your mobile phone

**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 still
- Look after children and offer assistance to the elderly



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



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

**Use the lift if you are:**

- An elderly or travelling with children
- A mobility impaired passenger or a wheelchair user
- 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

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:  
 ● Let go immediately  
 ● Ask MTR staff for assistance

**When you are waiting for boarding train:**

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

Please mind the platform gap when boarding or alighting train.

**When you are boarding train:**

- Let passengers exit from the train first
- Be aware of the gap between the platform and the train
- Do not block the train doors, platform screen doors or automatic platform gates as they are closing

Do not keep your eyes only on your mobile phone



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

- △ 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



When you are transferring to other lines:  
Do not run



## ON THE PLATFORM



### Platforms without platform screen doors or automatic platform gates

- Stand in line in the queuing areas behind the yellow line
- Ensure all belongings are also behind the yellow line
- Take extra care during wet weather, as the floor may be slippery

## ON THE PLATFORM



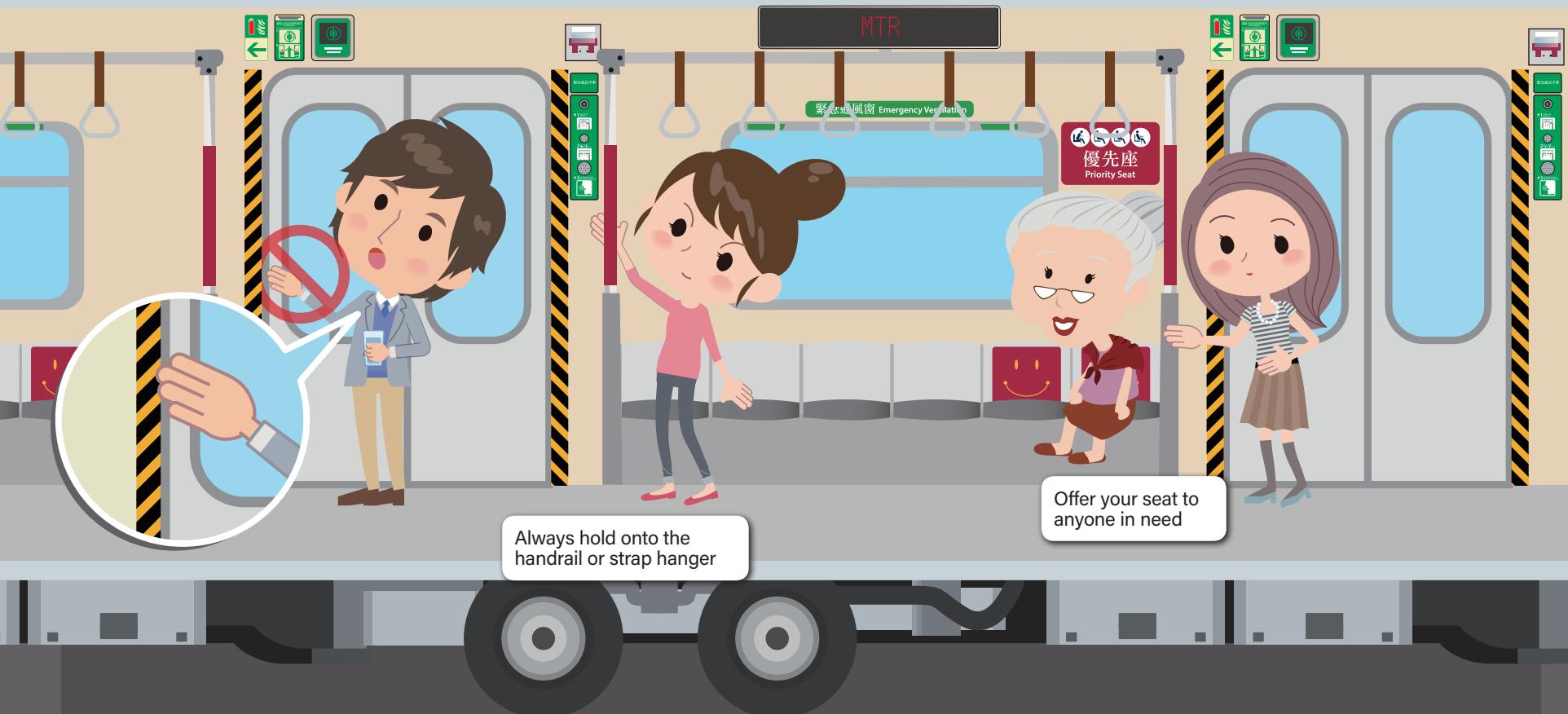
### Platforms with platform screen doors or automatic platform gates

- Stand in the areas marked by the queuing lines and directional arrows
- Do not lean against platform screen doors or place your hand on any part of the moving platform screen doors
- Do not lean on the automatic platform gates or let any part of you or your child protrude beyond the gates
- Never sit or place any part of your body, bags, cameras or other objects on top of the gates

Stand clear of the doors; keep hands and fingers clear of the gap between the train and the doors

Pay attention to on-board announcements and electronic display messages

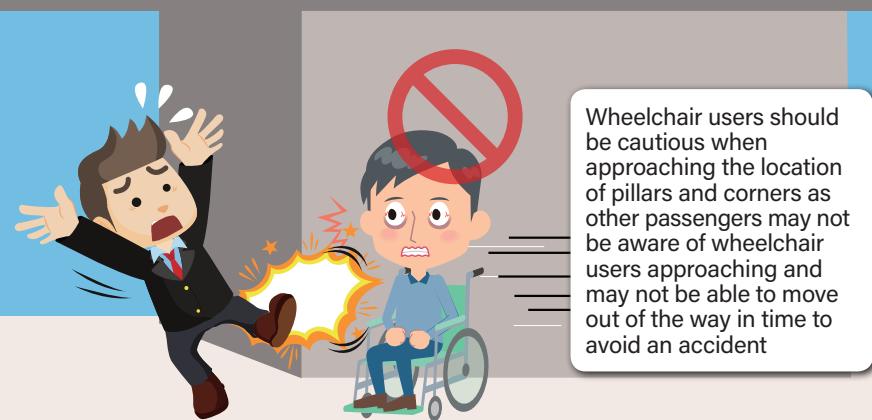
Ensure that your body, handbag, backpack or other personal belongings do not block the doors as they are closing



- △ 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; do not leave it where it might cause an 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

**In station premises**

- Please operate any motorized wheelchair at a speed equivalent to walking pace
- Wheelchair users must use passenger lifts or stair lifts to move between floor levels. Escalators must not be used



Skateboarding or scootering is not allowed

**Remarks:**

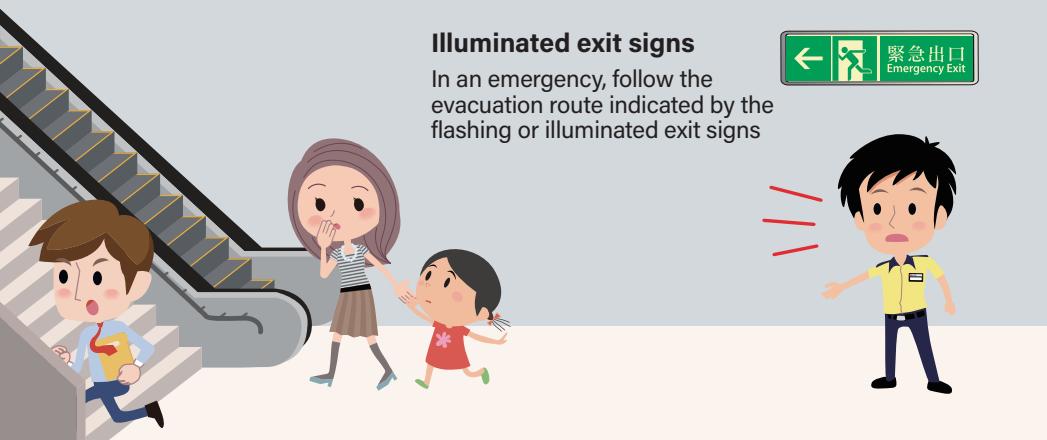
- Users of wheelchairs or electric wheelchairs must be mobility impaired or have mobility difficulties
- A child using a wheelchair/electric wheelchair must be accompanied by an adult at all times in the system
- The total weight of a wheelchair/electric wheelchair and its user shall not exceed 200 kg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

(Stations are equipped with different types of standard emergency equipment)



### Passenger Information Display System

In an emergency, the Passenger Information Display System will show specific evacuation messages



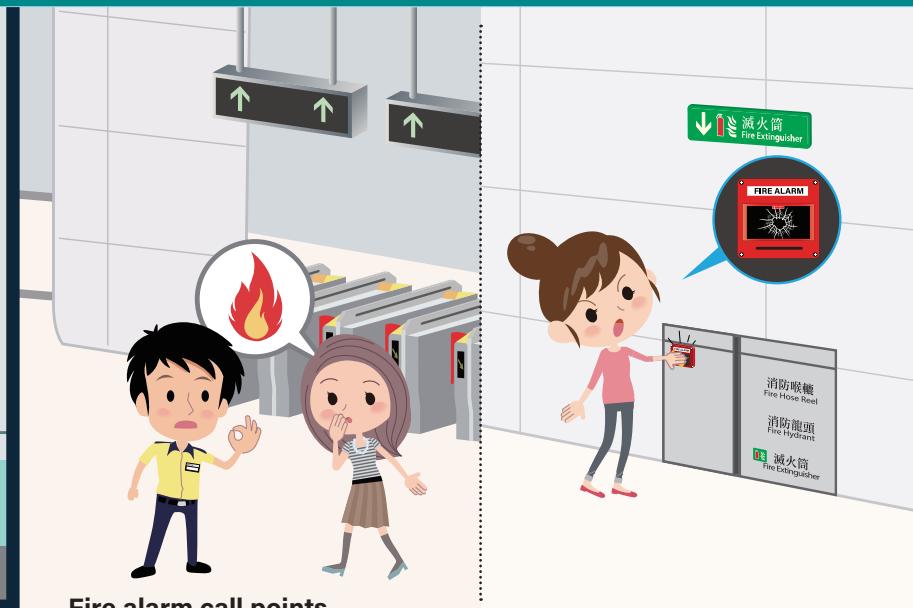
### Illuminated exit signs

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



### Fire hydrants, fire hose reels and fire extinguishers

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



### Fire alarm call points

In the event of a fire, report to MTR staff immediately or break the glass at the nearest fire alarm call point

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

This equipment will operate automatically in the event of fire or dense smoke



### Emergency Stop button on escalators or moving walkways

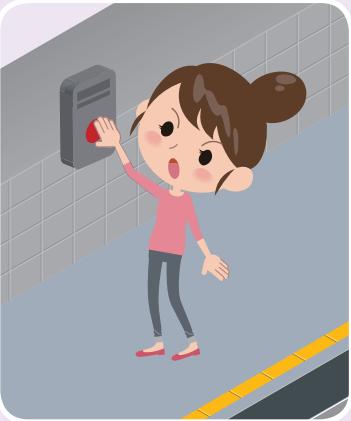
Emergency Stop buttons are located on all escalators and moving walkways for use in an emergency



(Platforms are equipped with different types of standard emergency equipment)

### Emergency Train Stop

Emergency Train Stop buttons or plungers are located on every platform



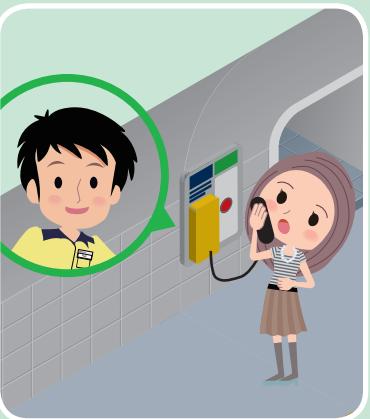
- 1 In an emergency situation like someone falls onto the track

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

- 3 Immediately report the incident to MTR staff. Never attempt to go down onto the track

### Help Lines

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



- 1 If something drops onto the track

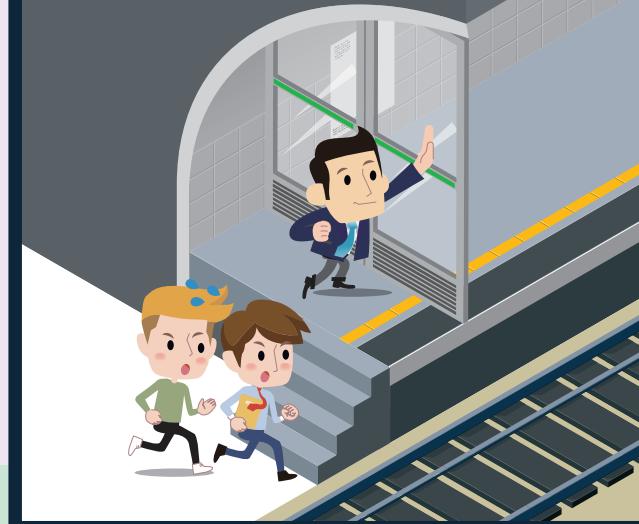
- 2 Ask MTR staff for assistance

- 3 Never try to reach down to pick up the object by yourself

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

Emergency escape doors for evacuating passengers from track to a platform are located at either end of the platform

In an emergency, they can be opened manually by pressing down the push bar or lever



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



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

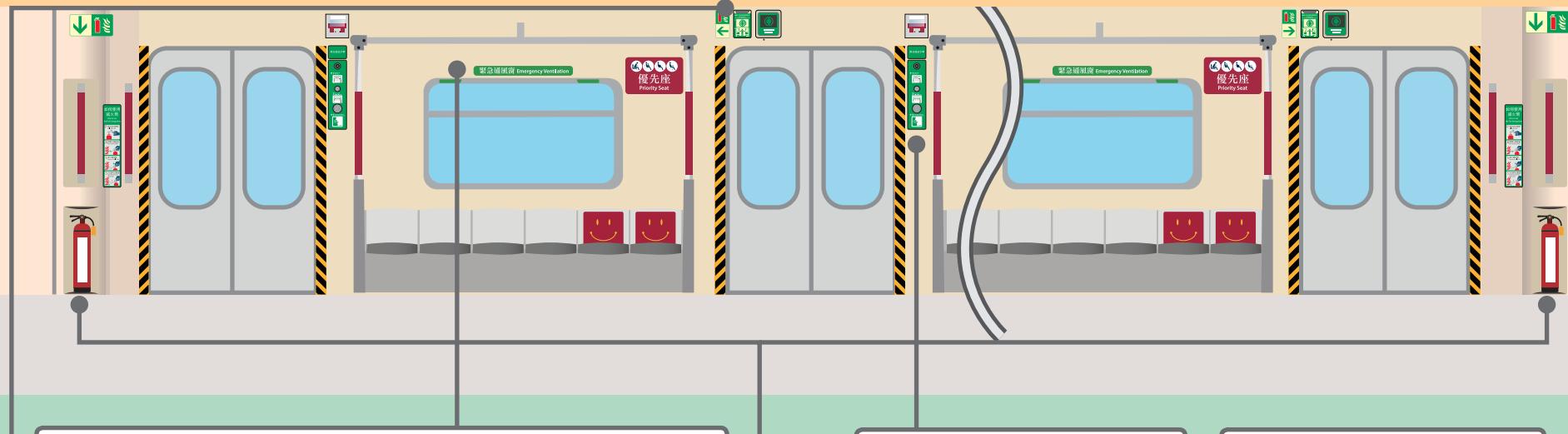


**已通電路段 高壓 25,000 伏特  
25,000V electrified section**



**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 if necessary



### Emergency door release

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



### Fire extinguishers

- Fire extinguishers are provided inside trains
- Follow instructions provided and use only when 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

If you feel unwell, please contact staff at the next station



### Emergency exit doors

Emergency exit doors on trains are for use only 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 for watching or photographing

**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 require 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 the event of an emergency where evacuation from a train onto the track is taking place
  - Do not take any bulky items with you. Place items on seats where they will not block the passageway
  - Do not lift up anything to avoid potential electrical hazards due to high voltage equipment nearby



**Discovering a fire on a train**

Report the fire to MTR staff immediately by pulling the Emergency Call handle or pressing the Emergency Call button and speaking into the microphone

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

Do not take any bulky items with you. Place items on seats where they will not block the passageway



Use a fire extinguisher if safe to do so

**Discovering a fire in a station**

- Report the fire to MTR staff or break the glass of a 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)
- Use a fire extinguisher if 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\*

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

MTR staff have the legal right to refuse entry to any part of the MTR to any passenger carrying Dangerous Goods or permitted goods in large quantities

Under the Dangerous Goods Ordinance, Dangerous Goods are classified into 10 categories. Some examples are listed below:



- Category 1: fireworks, firecrackers
- Category 2: LP gas, pressurised gas cylinders\*, paint spray
- Category 3: acids, battery fluid
- Category 4: paint remover, cyanides
- Category 5: thinners, kerosene, petroleum (or diesel)
- Category 6: raw materials of active metals (calcium, magnesium, etc)
- Category 7: peroxides (such as concentrated hydrogen peroxide)
- Category 8: combustible industrial raw material
- Category 9: white or yellow phosphorus
- Category 9a: raw polystyrene foam, raw rubber pellets, rubber tires
- Category 10: chemical processing raw materials (hardening agent for glass fiber and epoxy products)

### 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, overheating or swelling



Avoid using a device while it is charging



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 in the MTR premises (including station entrances, concourse, entry/exit gates, platforms and in-train compartments) for stations management, security and surveillance purposes.
- Notices are posted to inform MTR 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 the personal data protection principles.



### Keep a watchful eye and take appropriate action

While all public areas of the MTR are regularly patrolled by MTR staff and the Police, we still need your assistance to keep the railway safe.

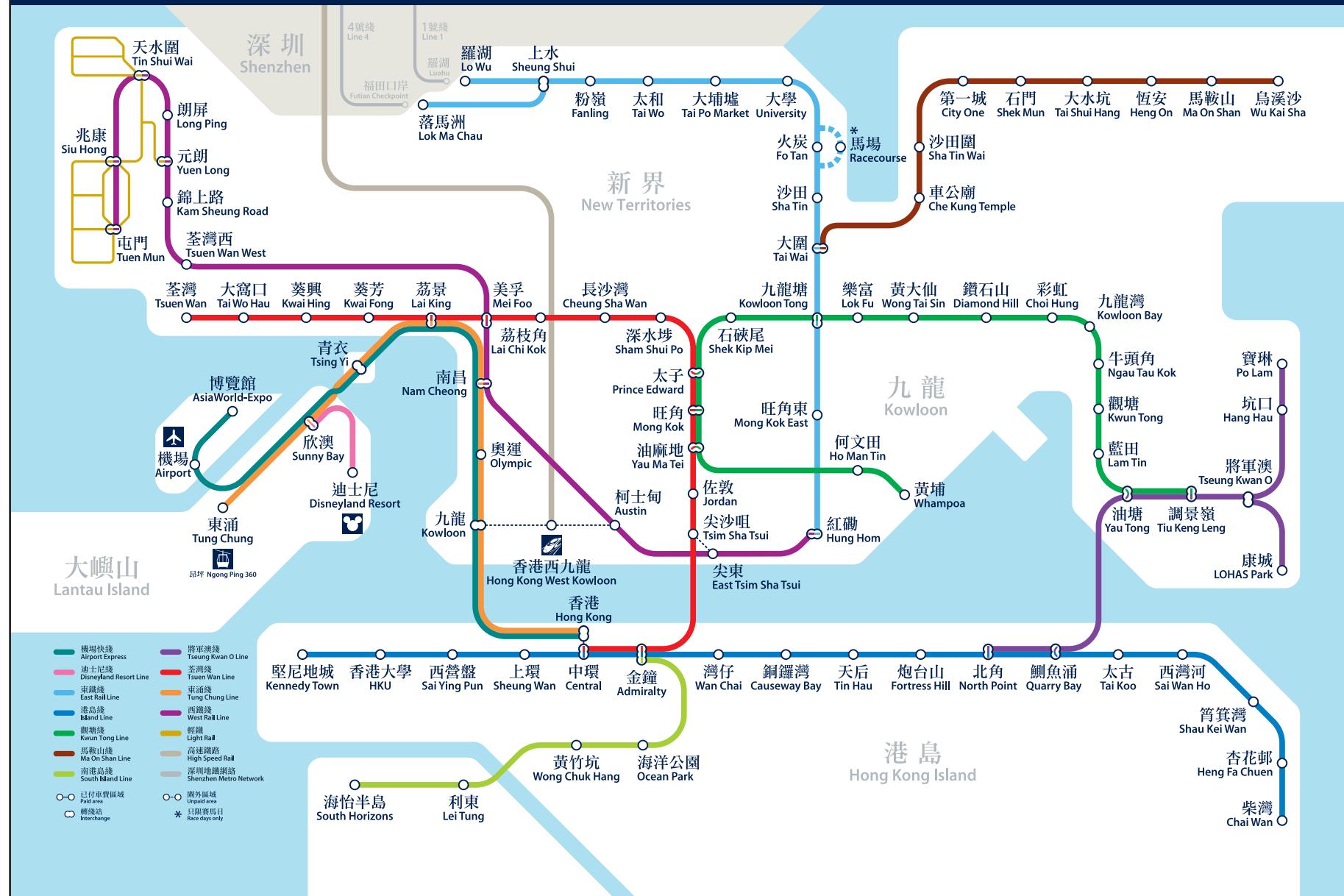
If you witness a crime or see something suspicious, such as:

- 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 to MTR staff or the Police immediately.



# 港鐵路線圖 MTR system map





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



**Travel Safely Every Day in the MTR  
(Electronic Copy)**  
<https://bit.ly/2BDq7sH>

09/2018