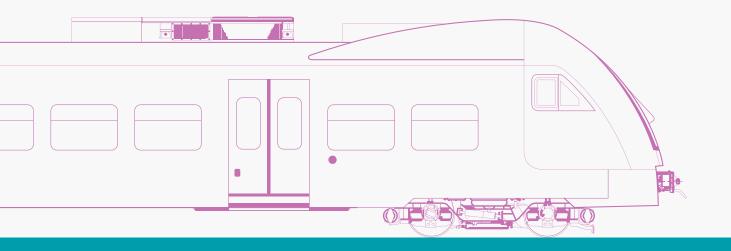


Express Rail Link Passenger Safety Guideline

Updated: December 2024





General and Station Safety





Do not smoke or vape while in the station.



Mind your step to prevent slips, trips and falls.





Do not use the lift if fire alarm is actived. Use the stairs instead.



Do not block the walkway with your belongings.



Do not leave children unattended without adult supervision.



Beware of pickpockets.



Be mindful of your surroundings while using your mobile device.



In case of an emergency, seek assistance from our station officer.



If you witness any incident or suspicious behavior, please report to our station officer.



If you see any unattended belongings, you may report it to our staff at the station.



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Escalator, Lift and Stairs Safety





Stand on the left to allow others to pass.



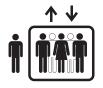
Beware of your shoes and clothes while using the escalator.



Do not sit on the escalator or lean against the handrail.



Do not rush while using the stairs and escalator.



Do not enter if lift is crowded. Please wait for the next turn.



In case of being trap in the lift, do not panic. Press the alarm button and wait for assistance.



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Platform Safety





Please stand behind the yellow line.



Stand clear of the doorway and allow passengers to disembark before boarding the train.



Mind the platform gap.



Trespassing the rail track is prohibited.



Please be cautious and stand behind the yellow line when the high speed train is passing the station.



Always apply brakes on the wheelchair or baby stroller whilst on the platform to prevent from moving.



When boarding the train, lift the front wheels of the wheelchair or baby stroller over the gap.



When exiting the train, pull the wheelchair or baby stroller backwards over the gap.



Express Rail Link Passenger Safety Guideline



Onboard Train Safety









Always prioritise seats to the elderly, pregnant women, the disabled and people with young children.



Hold on to a handgrip to avoid from falling.



Do not lean against the pole or train doors.



Eating and drinking are prohibited while onboard the train.



Place your bags or luggages on the baggage rack.



Always apply brake on the wheelchair or baby stroller whilst onboard to prevent from moving.



For wheelchair users, please use the safety belt provided at the designated priority area.



In case of any emergency, do not panic. Listen and follow instructions from our staff.



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