

## Transit Evacuation

*Safety and security are critical issues to passengers and transit employees alike. Various aspects of daily life and travel involve some risks. However, making a ride safe and secure depends on the combined effort of both passengers and the staff. An emergency evacuation is rare. However, under certain circumstances, passengers may need to be evacuated as a safety precaution or to avoid danger.*

*Police emergencies, natural disasters (flood, earthquakes etc.), fires and collisions are among various situations that require quick thinking and action for avoiding potential dangers. In the unlikely event where an evacuation is required, it is very important to remain calm and listen to announcements and instructions from uniformed officials.*

*During an evacuation, remember the basics : look, listen and leave.*



July, 2007

# METRO-WATCH

Lets count on each other for a safe ride



Issued by : The Chief PRO

**DELHI METRO RAIL CORPORATION LTD.**

NBCC Place, Pragati Vihar, Bhisma Pitamah Marg,  
New Delhi - 110 003. Ph. : 91-11-24365202, 24365204.  
Fax : 91-11-24365370. website : [www.delhimetrorail.com](http://www.delhimetrorail.com)

# Open the doors to safety.

## LOOK



## LISTEN



## & LEAVE.



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# IN AN EVACUATION

## LOOK



- ▶ Locate the nearest accessible exit including emergency doors and windows
- ▶ Look around before you exit from the transit vehicle or facility to avoid hazards like smoke, debris or unusual substances
- ▶ Report any hazards or unusual substances to Metro's emergency personnel
- ▶ Offer assistance to people who need help. Children, the elderly and disabled individuals may require help during an evacuation

## LISTEN



- ▶ Pay attention to announcements
- ▶ Listen and remain calm
- ▶ Follow instructions from Metro employees and emergency personnel

## LEAVE



- ▶ Move quickly towards safety (left behind large or unwieldy objects like suitcases, strollers and heavy items)
- ▶ If evacuation is not possible through normal doors, use emergency doors or windows to exit safely
- ▶ Be on the lookout for hazards and people to help. Listen to transit employees and emergency personnel as you leave the area.

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## System Map - Phase I



July, 2007

# BE AWARE

SAFETY AND SECURITY AWARENESS PROGRAMME



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Dear commuters,

### Be involved in a lifesaving partnership!

As a resource, DMRC employees provide a wealth of specialized knowledge and on-the-job experience. Likewise, passengers contribute to the security equation by providing thousands of extra eyes and ears capable of identifying possible life-threatening situations.

When DMRC employees and passengers pool these resources, the result is a highly effective first line of defense against potential natural or man-made disasters.

So, please make a commitment to become an alert, informed, prepared and involved member of this employee-passenger partnership.

Rest assured, your efforts will go a long way towards enhancing the safety and security of our transit system.

### Be informed and have transit plan of action

- ▶ Locate emergency intercoms and phones to report suspicious items or activities
- ▶ Remain calm and listen to the announcements
- ▶ Follow DMRC Employee instructions in a speedy but orderly fashion
- ▶ Do not block train doors from closing
- ▶ Familiarize yourself with the location of all station entrances
- ▶ Assist fellow passengers and follow the Golden Rule : Watch out for the safety of others just as your would have them watch out for your safety.

## Be on the alert for suspicious...

### Unattended items

If you spot an unattended item, look for the following :

- ▶ Individuals in the act of abandoning the item and departing from the area
- ▶ Unusual attached batteries, wires, tanks, bottles or bags that might contain chemicals
- ▶ An attached message
- ▶ A suspicious cloud, mist, gas, vapor, odor or seeping fluid
- ▶ Nearby individuals showing signs of illness or distress

### Behaviour

Look for suspicious behaviors such as :

- ▶ Visible signs of nervousness
- ▶ Video taping/taking pictures
- ▶ Excessive sweating
- ▶ Clenched hands
- ▶ Strange chemical odor
- ▶ Inappropriate clothing that is excessively baggy or too heavy in warm weather
- ▶ Talking to themselves

### Recommended Course of Action :

Do not confront suspicious individuals. Contact a DMRC employee or the police immediately. In the event of suspicious package, do not use cellular phones until you are a safe distance away.