

PRESS COMMUNIQUE

Post-Confinement Preparations and Health & Safety Measures



Metro Express Ltd plans to safely resume passenger services as soon as the Government waives the Confinement Directives. To ensure the safety of our staff and passengers, the Metro Express team has put together appropriate safety and sanitary measures for the post-curfew resumption of passenger service. These measures have been worked out collaboratively with the Ministry of Land Transport and Light Rail, relevant Authorities, our Operations & Maintenance Consultants, the SMRT and all relevant stakeholders, whilst considering safety practices adopted by other railway operators worldwide.

Measures include regular deep cleaning of stations, Light Rail Vehicles (LRVs) and other general infrastructure such as elevator buttons, stairs handrails, door handles, benches, holding bars, seats, floors, automatic ticket dispensers (buttons and touchscreen), ticket card readers etc. All our trains have undergone deep cleaning and thorough disinfection, inside and outside.

All Metro Express staff have been provided with appropriate Personal Protective Equipment (PPE) such as gloves and masks. Hand sanitiser dispensers have also been installed at stations and inside our LRVs.

1. PRE-OPERATIONS PREPARATIONS

We will be conducting trial running of the Light Rail Vehicles (LRVs) as from 30 April 2020. The public is strongly advised to:

- **KEEP AWAY from the railway tracks and the high-voltage power lines AT ALL TIMES;**
- exercise extra caution when approaching road-rail intersections; and
- strictly adhere to and respect all traffic signs and regulations.

2. SOCIAL DISTANCING DURING PASSENGER SERVICE

Social distancing strategies have been developed for our staff and passengers. These have been implemented after careful planning to achieve internationally acceptable norms of safety for passengers while maintaining customer service standards.

- **Stations:** All stations' floors have already been marked to facilitate the practice of social distancing. There will be explicit floor markings at all stations for passengers to wait in their respective queues to buy their MECard and to board the trains. As usual, Customer Service Staff at each station will be available to provide directions and help as required.
- **Station Lifts/Escalators:** For their own safety, passengers are advised to avoid using lifts and use staircase instead, as well as maintain social distancing on escalators.

- **LRVs:** The space inside the LRVs have been marked with stickers, on the seats and the floor, where passengers may sit or stand at a safe distance from one another. **The LRV's doors open and close automatically, therefore there is no need to touch the door buttons.**

3. MASKS AND BODY TEMPERATURE CHECKS

- All passengers are expected to wear a mask before they will be allowed to travel on Metro Express services.
- Metro Express staff will also carry out body temperature checks to identify passengers who may have fever-like symptoms.
- Please use your MECard to travel on Metro Express. It's safe and simple to use.

All passengers are advised to strictly follow floor markings, safety instructions and show discipline when using the Metro Express services.

We thank you for your understanding, patience and cooperation. We look forward to welcome you onboard our LRVs soon.

**MEL Management
Ebène**

29 April 2020