

搭地铁公交享优惠 就用广州地铁乘车码

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地铁官方APP
Guangzhou Metro Official APP



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广州地铁 应急指南



Guangzhou Metro
Emergency Operations



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“安全、准点、快捷、便利”是广州地铁对您的服务承诺，广州地铁一直以确保乘客安全为首要任务。

为此，我们制定了严格的安全标准和详细的安全准则，并在每日的运营中切实执行。

广州地铁一直致力于不断完善和提升安全管理水平。然而，要成功运营一个安全、准点、快捷、便利的城市轨道交通系统，除了我们全体员工的努力外，还有赖于您的鼎力支持与合作。

这本小册子详述了搭乘地铁时的安全和应急操作说明，让您了解如何使用地铁设施，以及搭乘地铁时如何保障自己和其他乘客的安全。

我们真诚地邀请您与我们一道共同打造“安全、准点、快捷、便利”的城市轨道交通服务。如有任何意见或者建议，可在各站索取乘客意见卡填写您的意见，并交予我们的工作人员。

广州地铁祝您平安、愉快出行！

Guangzhou Metro strives to provide safe, punctual and convenient services. Thus, we implement strict safety standards and detail-oriented safety rules to ensure normal operations every day. Guangzhou Metro aims to improve service quality continuously. A safe, punctual and convenient urban rail transit system calls for not only the efforts of our staff, but also your consistent support and cooperation. This manual shows how to take metro safely and use emergency devices correctly. It helps you know metro facilities and protect your and other passenger's safety in taking metro. We'd like to provide safe, punctual and convenient passenger services with your assistance. Please get a suggestion card from any station and fill in the card, if you have any suggestions for our service and then submit it to our staff. Thank you. Have a nice day!

广州地铁 全程为你

Guangzhou Metro,
which serves you through
the whole journey.





搭乘地铁基本安全常识

Basic Safety Principles for Taking Metro

- 请勿吸烟。
- 留意告示和广播，并遵守指示。
- 小心照顾同行的老人和小孩。
- 如遇雨天地面湿滑，须加倍小心。
- 切勿在地铁范围内嬉戏、推撞或奔跑。
- 如有需要，可向工作人员求助；如遇紧急事故，立刻通知工作人员。
- 正确使用安全和紧急设施，非紧急情况严禁动用紧急或者安全装置。
- 严禁擅自进入轨道、隧道或者其他有警示标志的区域。
- No Smoking.
- Pay attention to notices and announcements, and follow the directions of metro staff.
- Take care of small children and senior citizens with you.
- Watch your step on rainy days.
- Do not play around in metro or on a train.
- If you need help, seek help from our staff. In case of emergency, contact our staff immediately.
- Use safety or emergency devices correctly. The emergency or safety device is for emergency use only!
- Do not enter the track, tunnel or any area with a warning sign.



DB4401

广州市地方标准

DB4401/T 10.24—2018

反恐防范管理 第 24 部分：城市轨道交通

Anti-terrorist precaution management—Part 24: Urban rail transit

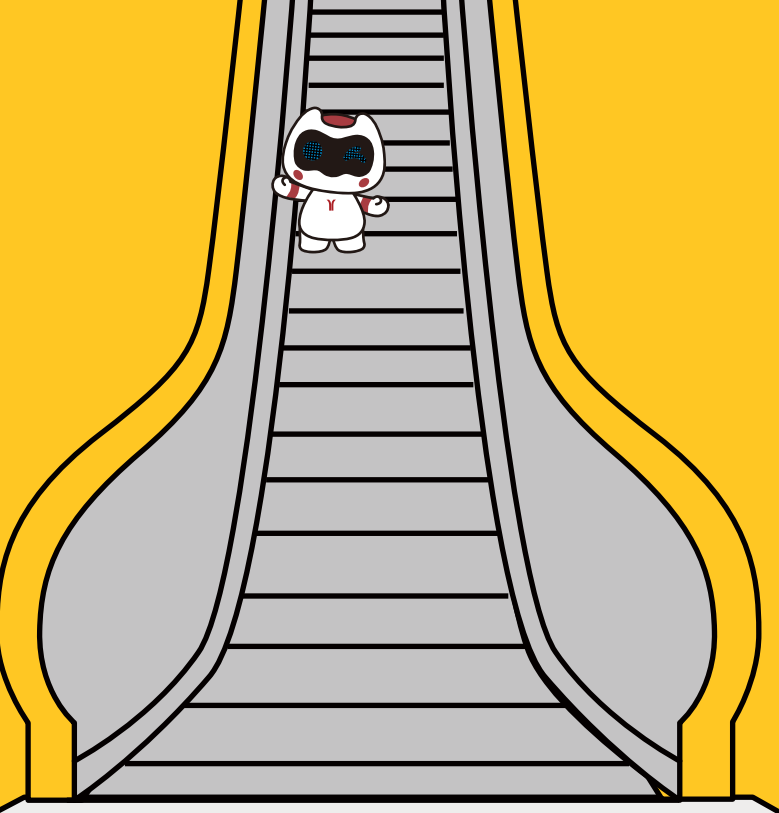
附录 B
(资料性附录)
限制携带物品目录

- B.1 锋锐制类的生活、生产类刀具类：
- a) 未包装完好各类生活、生产类刀具类；
 - b) 刀刃部分超过 20 mm 的剃刀；
 - c) 刀刃部分超过 15 mm 的水果刀、餐刀、剪刀、工艺刀、工具刀、陶瓷刀等；
 - d) 铁器总长超过 25 cm 的斧头、锤子、锯（链）锯、锯子（尖锐物）等金属利器、钝器。
- B.2 爆炸类：
- a) 未包装完好各类白雷；
 - b) 重量超过 8 kg 的白雷。
- B.3 含有易燃易爆物质的生活物品类：
- a) 单品超过 700 ml 的醇类、发胶、染发剂、指甲油、香水、卫生杀虫剂、自喷漆等；
 - b) 单品 700 ml（含）以下的醇类、发胶、染发剂、指甲油、香水、卫生杀虫剂、自喷漆等，数量超过 5 瓶（支）的。
- B.4 其它各类物品：
- a) 锂电池超过 5 块的（单个电池额定容量值不大于 20000mAh）；
 - b) 打火机超过 5 个的；
 - c) 安全火柴超过 20 小盒的；
 - d) 其它可能影响运营安全的物品。
- B.5 广州市城市轨道交通限制携带的具体物品，包括但不限于以上物品。

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广州市质量技术监督局
广州市反恐工作领导小组办公室 联合发布



搭乘扶梯时 请注意安全 站稳扶好！

While taking the escalator,
please hold the handrail

出/入闸机 Exit/Entry Gate

出入闸机时：

- 出站时单程票请投入回收口。
- 请勿奔跑通过闸机。
- 成人带小孩通过闸机时，请照顾好小孩，确保安全。
- 携带婴儿车、轮椅、手推车、行李或大件物品的乘客，联系工作人员使用专用通道。
- 使用扇门闸机时，在通过闸机后请往前走，切勿在闸机通道停留或往返行走。

While passing through an exit/entry gate:

- Please insert your single journey ticket into the recycling slot upon exit.
- Do not run through the gate.
- While passing through a gate with a child, please take good care of the child attended and keep safely.
- If you're using or carrying a baby buggy, wheelchair, trolley, luggage or a large item, please contact our staff to use the special passageway.
- While passing through a retractable gate, please step forward; do not walk back or stay in the gate passageway.

扶手电梯 Escalator

踏上扶手电梯前：

- 先看清楚运行方向。
- 踏入时应加倍小心。
- 避免宽松衣物贴近梯级边。
- 切勿在入口范围站立或逗留。
- 使用轮椅、携带婴儿车、手推车、行李或大件物品时，切勿使用扶手电梯。

Before getting on an escalator, please:

- Check the escalator direction.
- Be careful while getting on the escalator.
- Keep loose clothes away from the step edge.
- Do not stand or linger at the entry point.
- Do not use the escalator if you're carrying a baby buggy, wheelchair, handcart, luggage or a large article.

使用扶手电梯时：

- 紧握黑色扶手带。
- 双脚站稳在同一梯级上。
- 面向前方。
- 切勿坐在梯级上。
- 站稳，切勿走动。
- 切勿奔跑、嬉戏、争先恐后。
- 穿着长裙、凉鞋、洞洞鞋或拖鞋的乘客，小心扶梯级边。
- 切勿靠在扶梯两边或倚在扶手上。

While you're on an escalator, please:

- Hold the handrail.
- Face forward.
- Keep your footing.
- Keep your feet on the same step.
- Watch out for the escalator steps when wearing long skirts, sandals, Crocs, or slippers.

- Do not lean against the handrail or escalator.
- Do not sit on a step.
- Do not play around or elbow your way on the escalator.

离开扶手电梯时：

- 及时踏出。
 - 尽快离开出口范围。
- While you're getting off an escalator, please:
- Step off duly.
 - Move away from the exit point as quickly as possible.

一般安全指引：

- 小心照顾同行的老人和小孩。
- 使用轮椅、携带婴儿车、手推车、行李或大件物品的乘客，请使用专用电梯。
- 已经停止运行的扶梯梯级高低不一，使用时须加倍小心。
- 如遇紧急情况，立即按下扶梯的紧急停止按钮。

General Safety Guide:

- Please take care of small children and senior citizens with you.
- If you're using or carrying a wheelchair, baby buggy, handcart, luggage or large article, please use the Accessible elevator.
- An escalator that stops running may show different step height. Please be careful while using it.
- In case of emergency, press the emergency stop button.

专用电梯 Accessible Elevator

广州地铁鼓励以下乘客使用专用电梯：

- 老人、小孩或需要照顾同行的乘客。
 - 行动不便的乘客。
 - 使用轮椅、携带婴儿车、手推车、行李或大件物品的乘客。
- The following people are advised to use the Accessible elevator:
- Small children and senior citizens that need to be attended.
 - People with disabilities.
 - People that use or carry a baby buggy, handcart, luggage or large article.

使用专用电梯时：

- 请让有需要的乘客优先使用。
- 请先让专用电梯内的乘客离开再进入。
- 请勿超载。
- 请勿靠近或手扶电梯门。
- 请勿强行打开电梯门。
- 如在电梯内发生故障，请保持镇静，按照电梯内应急指引操作，等待救援。

Accessible elevator rules and etiquette:

- Please give priority to those in greater need.
- Allow others to leave the elevator before your entry.
- Overload is not allowed.
- Stand away from the elevator door. Do not hold the elevator door with hands.
- Do not try to open the elevator door by force.
- In case of elevator failure, please remain calm and follow the emergency guide to call for help.

站台候车 Waiting at Platform

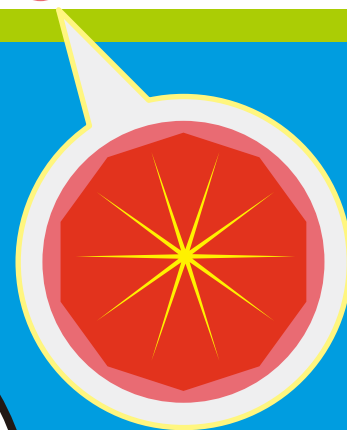
- 请勿越出安全线。
- 请勿阻挡盲人绿色通道。
- 请勿手扶或倚靠屏蔽门。
- 请先下后上，上车后往车厢中部走。
- 请勿阻止车门或屏蔽门关闭。
- 灯闪铃响时，请勿上下车。
- 请小心列车与站台之间的空隙和高度差。
- 如遇紧急情况，请按下紧急停车按钮并通知工作人员。
- 如跌落物品至轨道，请联系工作人员拾取。
- 在任何情况下，严禁擅自进入轨道。
- Please do not cross the safety line.
- Do not block the sidewalk for the blind.
- Please do not hold or lean against the platform screen door.
- Allow others to exit the train before you board. Move inside the car as you enter the train.
- Do not stop the train door or platform screen door by force.
- Do not get on or get off the train in case of warning chime or flashing light.
- Mind the gap between the train and platform.
- In case of emergency, please press the emergency stop button to contact our staff.
- In case of drop of items onto the track, please contact our staff immediately.
- Do not enter the track under all circumstances.

在列车上 On the Train

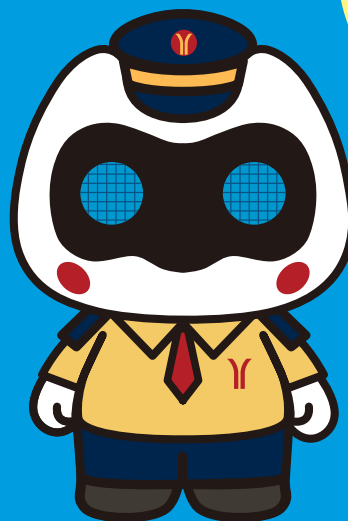
- 禁止倚靠车门，并确保手和手指远离车身与车门之间的空隙。
- 切勿让身体、手袋、背囊或其他个人物品阻碍车门关闭。
- 上车后请往车厢中部走。
- 请坐好扶稳。
- 请勿倚靠立柱。
- 请给有需要的乘客让座。
- 请勿让行李阻塞上下车通道。
- 留意列车广播和显示屏信息。
- 如非紧急情况，切勿随意触动车上的应急设备。
- 如感到身体不适，尽可能在下一站向车站工作人员求助。
- Please stand away from the train door. Keep your body away from the gap between the train and train door.
- Do not stop closing of the train door with your body, bag, backpack or other articles.
- Move inside the car as you enter the train.
- Hold the handrail or swinging ring.
- Do not lean against a handrail column.
- Please offer your seat to those in greater need.
- Do not let your luggage affect others getting on/off the train.
- Please pay attention to the train announcements and display screens.
- Do not use any emergency device on the train in case of no emergency.
- If you feel uncomfortable, please seek help from our staff at the next station.

铃声响，莫争抢。

Keep in good order as the bell rings.



叮咚…… Ding-a-dong……



火灾紧急报警器 Fire Alarm

每个车站的站厅、站台墙上安装有“火警手动报警器”，发生火灾时使用，下图分别为各线路车站火警手动报警器。

Manual fire alarms are installed on the walls of each Metro station concourse and platform, which are used for fire alarm. The following pictures show the manual fire alarms installed at each station along the lines.



火警手动报警器（样式一）
Manual Fire Alarms (Type 1)
拉下手柄报警
Pull down the handle for alarm



火警手动报警器(样式二)
Manual Fire Alarms (Type 2)
击碎玻璃报警
Break the glass for alarm



火警手动报警器（样式三）
Manual Fire Alarms (Type 3)
击碎玻璃报警
Break the glass for alarm



火警手动报警器（样式四）
Manual Fire Alarms (Type 4)
按压报警按钮报警
Press the alarm button



火警手动报警器（样式五）
Manual Fire Alarms (Type 5)
击碎玻璃报警
Break the glass for alarm

自动扶梯紧停装置 Emergency Button for Escalator

车站内所有自动扶梯两端都安装有“电梯紧停”装置（较长扶梯中间也设有该装置）。当发生紧急情况，按压紧停按钮停止电梯运行。

Emergency buttons are installed at both ends of each escalator (also at the middle of longer escalator). In case of emergency, press the emergency button to stop the escalator.



站台紧急停车按钮 Emergency Button on the Platform

每侧站台墙上各设有2-3个“紧急停车按钮”。当发生危及安全的情况时，击碎玻璃按压按钮4秒即可。

Two or three emergency stop buttons are installed on each side of the platform walls. In case of emergency, press the emergency button for 4 seconds to stop the train.



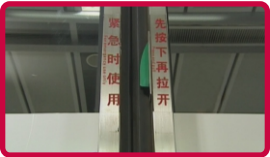


屏蔽门手动解锁装置

Unlocking Handle of Platform Screen Doors

每个车门对应的屏蔽门上均安装有手动解锁装置，当列车进站停稳后屏蔽门无法自动开启时使用。
The unlocking handle is on the side of each platform screen door close to the train. It is used when the doors could not open automatically as the train arrived.

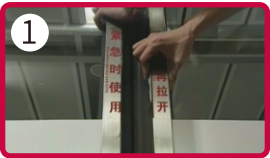
样式一
Type 1



绿色把手
Green handle



银色把手
Silver handle



按下绿色或银色把手
Press the green or silver handle



把门往两边拉开
Pull the screen door open

样式二
Type 2



把门往两边拉开
Pull the screen door open



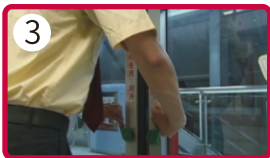
拉开绿色手柄
Pull the green handle aside



样式三
Type 3



将绿色手柄向两边拉开
Pull the green handle to both sides



把门往两边拉开
Pull the screen door open



屏蔽门应急门

Emergency Door



按下绿色推杆，推开应急门。
Press the green handle and push the emergency door open.



重要提示:非紧急情况不得使用!
IMPORTANT TIPS:For emergency use only!

紧急求助按钮 Emergency Button

每列车均设有紧急求助按钮，当发生紧急情况或需要帮助时，乘客可通过按钮报警或与司机对讲。

Emergency Button is installed on each train. Passengers can press button for alarm or contact with driver in case of emergency.

紧急求助按钮的各种类型

Type of Emergency Button



样式一（仅报警，不可通话。）

Type 1 (For alarm only,no intercom function.)



样式二

Type 2



样式三

Type 3



样式四

Type 4



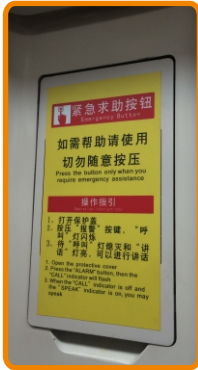
样式七

Type 7



样式八

Type 8



样式九

Type 9



样式十

Type 10



样式五

Type 5



样式六

Type 6



紧急开门装置 Emergency Door Opening Device

每列车的车门附近都设有紧急开门装置，当发生危及生命安全等极端情况，列车停稳后，需人工打开车门时方可使用。

An emergency door opener is installed nearby each door of the train. In case of emergency, it is used for opening the door manually when the train is stopped.

重要提示

非紧急情况下擅自操作属违法行为。

- 1、危及生命安全等极端情况时使用。
- 2、仅列车停稳后使用。
- 3、如需帮助请使用紧急求助按钮。

IMPORTANT TIPS

It is illegal to use this device under non- emergency situation.

1. Use this device only when people's life is at risk.
2. Use this device only after the train stops stably.
3. Press the emergency button when you require emergency assistance.

步骤1 Step 1

样式一
Type 1



拉手柄
Pull the handle

样式二
Type 2



拉手柄
Pull the handle

样式三
Type 3



旋手柄
Turn the handle

样式四
Type 4



旋手柄
Turn the handle

样式五
Type 5



打开盖
Open the cover



旋手柄
Turn the handle

样式六
Type 6

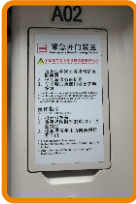


打开盖
Open the cover



拉手柄
Pull the handle

样式七
Type 7



打开盖
Open the cover



旋手柄
Turn the handle

样式八
Type 8



打开盖
Open the cover



请求解锁
Request to unlock



拉手柄
Pull the handle

样式九
Type 9



打开盖
Open the cover

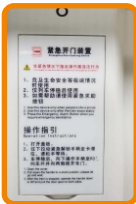


请求解锁
Request to unlock



旋手柄
Turn the handle

样式十
Type 10



打开盖
Open the cover



请求解锁
Request to unlock



拉手柄
Pull the handle

更加详尽的说明请留意设备旁张贴的“紧急开门装置操作指引”
For more detailed explanations, please pay attention to the “Emergency Door
Opening Device Operating Instruction” posted near the equipment

步骤2 Step 2



双手用力向两侧拉开车门
Pull the train door to both sides.

灭火器 Fire Extinguisher

每节车厢设有2个灭火器，当车厢内发生火警紧急情况时使用。

Each car is equipped with 2 fire extinguishers for emergency use only.



灭火器位于
座位下
Fire Extinguisher
under Seat.

根据标识指引找到灭火器
Follow the guide signs to find a fire extinguisher.



解开扣带
Loosen the buckle.



取出灭火器
Take out the extinguisher.

十八号线、二十二号线列车除座椅下方外，
车厢连接处也有放置灭火器。

In addition to those under seats, fire extinguishers are also provided at the
junctions of the trains of Line 18 and Line 22.

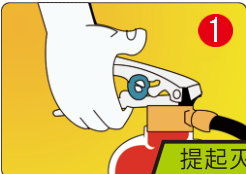


珠江新城旅客自动输送系统列车
Train of APM



击碎玻璃取出灭火器
Break glass to remove extinguisher.

常用灭火器使用方法
How to use an extinguisher:



提起灭火器

1. Hold the extinguisher.



拉开安全插销

2. Pull the safety pin aside.



握住皮管，朝向火苗

3. Hold the skin tube and aim the extinguisher at the fire.



用力压下压把

4. Press down the duckbill valve.



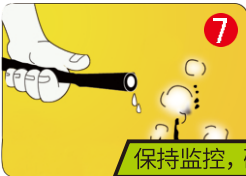
朝火源根部喷

5. Spray onto the base of the fire.



左右移动喷射

6. Spray onto the left and right of the fire.



保持监控，确保熄灭

7. Check whether the fire is put out.

区间疏散
Evacuation between Two Stations

当列车在区间内被迫停车需要疏散时，可通过以下方式疏散：

The following methods can be used for evacuation between two stations when it is needed:

一号线、二号线、八号线、广佛线的列车两端驾驶室设有紧急疏散装置，紧急情况下，乘客按照工作人员的指引通过此装置进入轨道，步行到就近车站。

For Line 1, 2, 8 and Guangfo Line, emergency evacuation equipment is installed in the driver's cab on both ends of train. Passengers can get down to the track by using the equipment and walk to the nearby station following our directions.

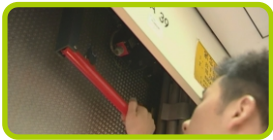
除一号线、二号线、八号线、广佛线*外，其它各线路隧道内都设有疏散平台。紧急情况下，乘客按照工作人员的指引通过疏散平台步行到就近车站。

Evacuation platform is installed inside tunnel of Metro except for Line 1, 2, 8 and Guangfo Line*. Passengers can walk to the nearby station following our directions through evacuation platform.

*世纪莲—新城东区间设有疏散平台。

*There is an evacuation platform between Shijilian Station and Xincheng Dong Station

一号线列车紧急疏散指引
Guide for Emergency Evacuation of Line 1



一号线部分、二号线部分、八号线部分列车紧急疏散指引
Guide for Emergency Evacuation part of Line 1, 2 & 8

旋转红色手柄将梯盖
解锁拉出移到旁边；
Turn the red handle,
unlock the ladder cover
and move it aside.



旋转红色手柄将梯子
松开并取出梯子；
Turn the red handle
to release and take
out the ladder.



旋转手柄一手拉梯子
另一手推开玻璃门；
Pull the rope with one
hand and push the
glass door open with
another hand.



将折叠梯子打开拉直；
Stretch the folding
ladder.



将拉直且不带插销的
一段梯子移到车外；
Move the stretched
ladder (without pins)
out of the train.



放置梯子后将插销插
进门框上面的槽内；
Set down the ladder
firmly and insert pins
into pinholes on the
door sill.



手扶梯子从车上爬
到轨道；
Exit the train through
the ladder and walk
to the tunnel.



三号线、四号线、五号线、六号线、七号线、九号线、十一号线、十三号线、十四号线、十八号线、二十一号线、二十二号线

珠江新城旅客自动输送系统列车紧急疏散指引

Guide for Emergency Evacuation of Line 3, 4, 5, 6, 7, 9, 11, 13, 14, 18, 21, 22 & APM



高架线路疏散平台
Evacuation Platform on an Elevated Line



隧道内疏散平台
Evacuation Platform in a Tunnel

二号线部分、八号线部分列车紧急疏散指引

Guide for Emergency Evacuation part of Line 2 & 8



广佛线列车紧急疏散指引

Guide for Emergency Evacuation of Guangfo Line



1、紧急逃生操作手柄
Operation handle of emergency exit



2、向外推红色手柄
Push red handle outwards



3、步出
Walk out

紧急情况 Emergency

紧急情况应对措施

Emergency Measures

如果您在途中遇到紧急情况，为了您的安全，请您遵守以下规定：

- 保持镇定，请勿惊慌。
- 在列车上，按紧急求助按钮向司机报告。
- 在车站时，报告工作人员或按下手动报警装置报警。
- 在安全情况下，使用就近的灭火器进行灭火。
- 听从广播或工作人员指引，尽快离开列车、车站。
- 遇烟雾时，用湿毛巾、口罩蒙鼻，低姿势（贴近地面）撤离。
- 按疏散标志指示方向进行疏散。

In case of emergency, please do as follows:

- Keep calm.
- When on the train, press the emergency button and call the driver.
- When at the station, contact our staff or press the alarm device.
- If possible, use the extinguishers nearby to put out the fire.
- Follow the directions of the announcement or our staff to leave the train or station as soon as possible.
- In case of smoke, cover your nose with a mask or wet towel, low down your body for evacuation.
- Follow the sign of "emergency exit" for evacuation.

发现可疑人物 If you see any suspect:



辨别：

- 1、行迹慌张、鬼祟、眼神飘忽不定，惶恐不安；
- 2、说话吞吞吐吐，回答前后矛盾，或突然停止回答，有躲避迹象；
- 3、携带与其职业、季节不相适应或实际用途与携带目的不相符物品的；
- 4、体貌特征与公安机关要求协查人员相似。

Judgment:

1. People that are flurried, furtive or panic-stricken;
2. People that are hesitant, self-contradictory or shifty-eyed;
3. People that carry an item inconsistent with their occupation, current season or actual purpose of the item;
4. People that look like the ones wanted by the police.

应对:

牢记可疑人物外部特征，通知工作人员并拨打110报警。

Action:

Remember features of the suspect, contact our staff and call the police (110) if necessary.

发现无人认领的可疑包袋

If you find an unclaimed bag:

辨别:

- 1、无人认领或来历不明的物品；
- 2、经过伪装的物品；
- 3、易藏匿爆炸物的物品。

Judgment:

1. Items that are unclaimed or of unknown source;
2. Items that are disguised;
3. Items that can be used to hide explosives easily.

应对:

- 1、远离不明来历的包袋、包裹；
- 2、及时通知工作人员并拨打110报警。

Action:

1. Stand away from any unclaimed bag;
2. Contact our staff and call the police (110).

切忌:

不要随意摆弄或打开，里面可能是有毒有害的危险品。

Warned:

Never move or open an unclaimed bag. There might be toxic or dangerous articles inside.



应急票务处理

一、除APM外的地铁线路

因地铁原因（列车延误及其他原因造成乘客疏散），乘客可持受影响车票7日内（指从应急情况发生次日起计7日内）到除APM线路车站外的任一车站进行免费处理，即持储值票或羊城通的乘客可到客服中心进行车票免费更新，持单程票的乘客可进行退票或免费乘坐一次车程。

二、APM线路

因地铁原因（列车延误及其他原因造成乘客疏散），乘客购买后未进闸的单程票7日内（指从应急情况发生次日起计7日内）到APM线路任一车站退票。

Emergency Fare Treatment

1. All lines except the APM Line

In the case of evacuation resulted from the operations of Guangzhou Metro (e.g. train delay or other emergency), the passengers can update their tickets within 7 days (excluding the incident date) at any metro station except APM stations. Passengers holding Stored Value Tickets or Yang Cheng Tong cards can update their tickets for free at the Customer Service Center; those holding single journey tickets can have their tickets refunded or enjoy a ride for free.

2. APM Line

In the case of evacuation resulted from the operations of Guangzhou Metro (e.g. train delay or other emergency), the passengers who do not enter can have their tickets refunded at any APM station within 7 days after the emergency.

温馨提示:

当地铁车站出现大客流情况时，地铁公司会根据实际情况采取客流管控，请乘客留意广播和临时指引，并听从工作人员指引。

Notice:

If it is too crowded, Guangzhou Metro will control the passenger flow accordingly. Please pay attention to our announcement or guidance and follow the directions of our staff.