

Fire

Typhoon

Power
outage

Earthquake

Evacuation

What to Do
in an Emergency?

Safety Guide



Osaka Metro

About this Safety Guide

Osaka Metro implements various measures in preparation for disasters and accidents to ensure safety for the users of its subways and new trams. When a disaster strikes, however, your cooperation is essential.

This Safety Guide explains in an easy-to-understand manner what to do when a disaster strikes while on a subway or new tram to help you remain calm and evacuate safely in such a situation.

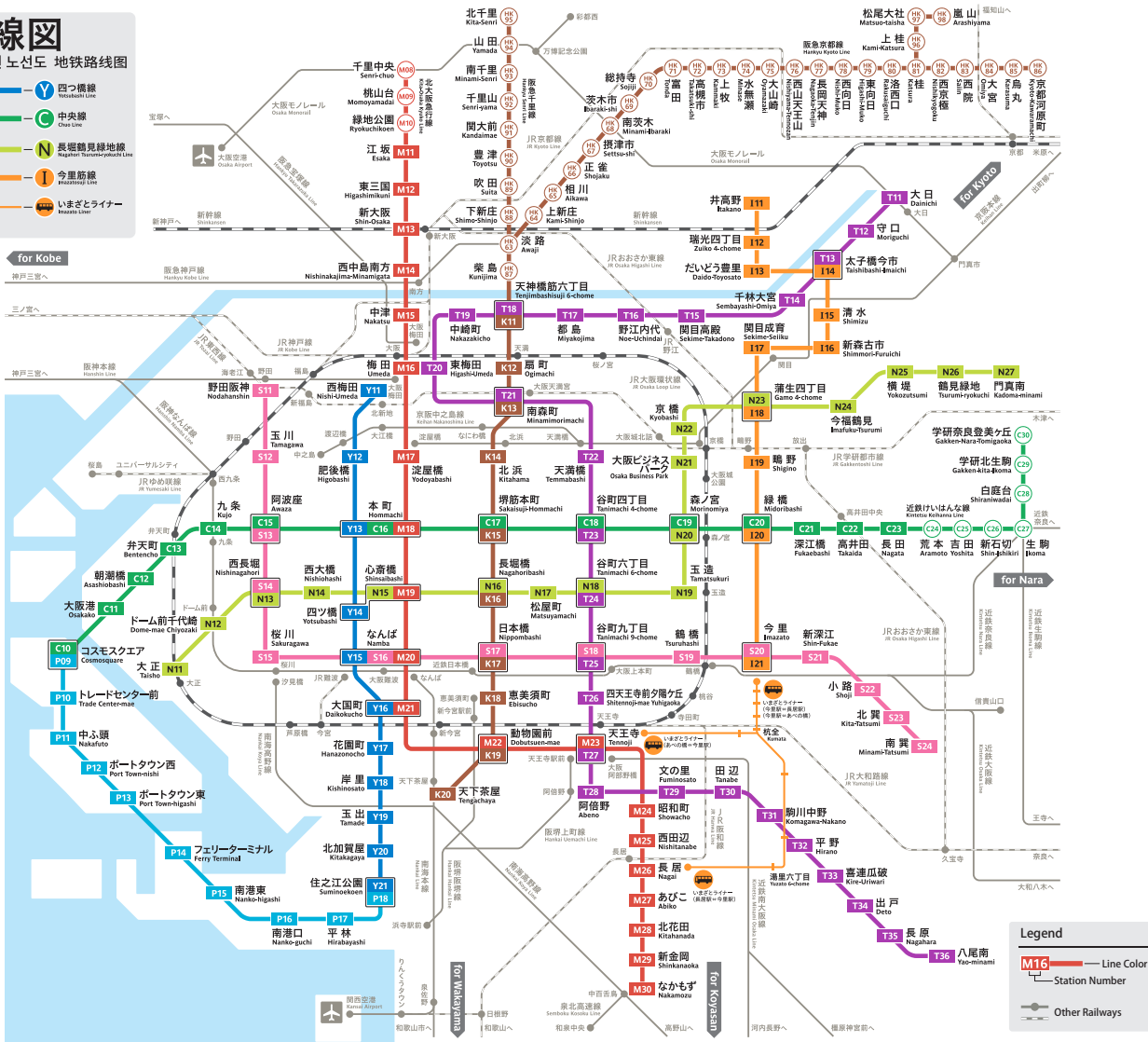
We hope that this Guide is a good reference to help you to be prepared for an emergency, considering what to do and where to evacuate beforehand. We also ask that you extend your help in an emergency to those unable to evacuate easily.

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全線路線図 Route Map

- M 御堂筋線 — V 四つ橋線
- T 谷町線 — C 中央線
- S 千日前線 — N 長堀鶴見緑地線
- K 堺筋線 — I 今里線
- P ニュートラム — いまぞとライナー



If an Earthquake Strikes When You Are at a

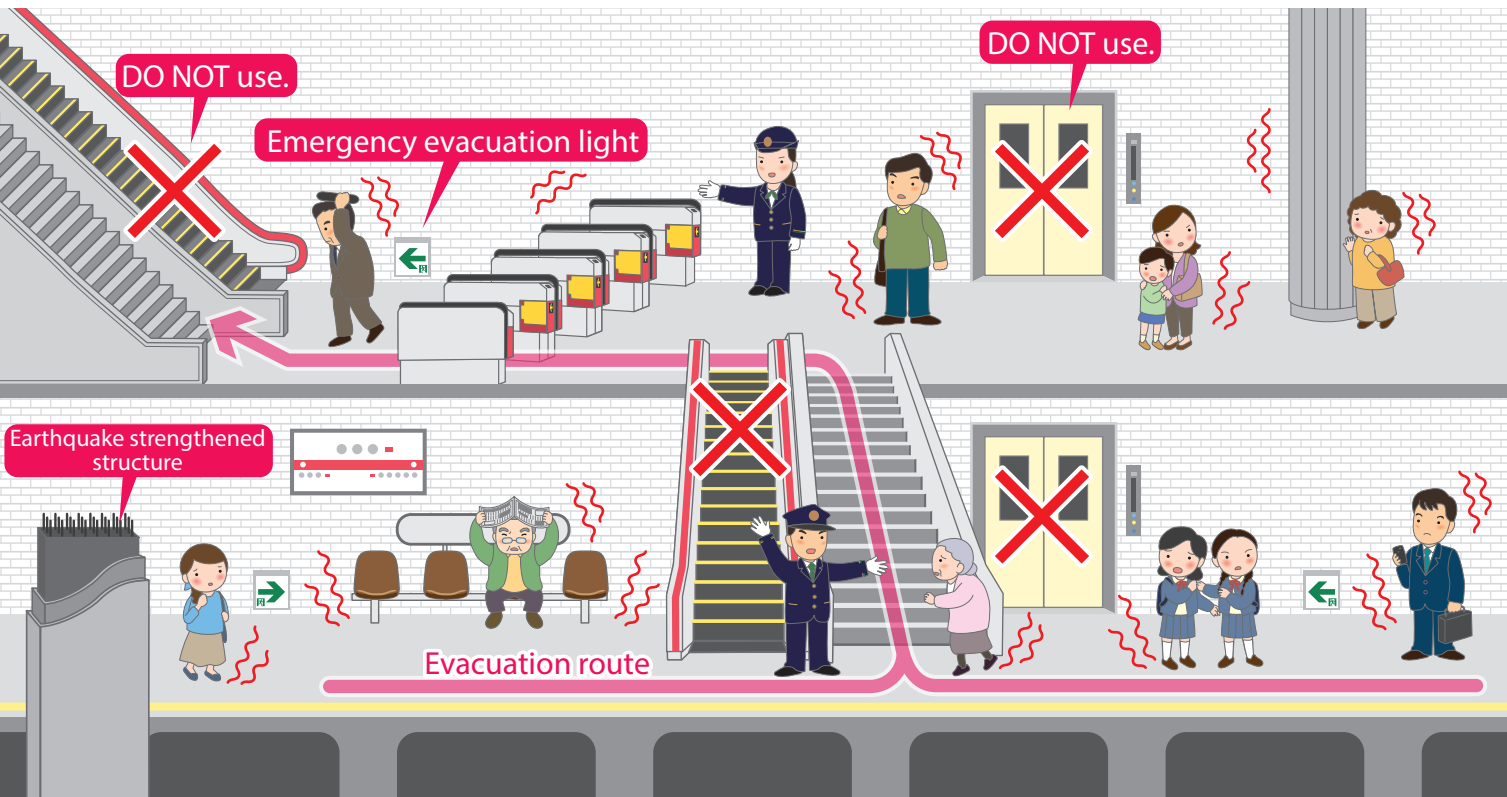
Station



Q What should I do if an earthquake strikes when I am at a station?



A Some objects may fall from the ceiling. Please stay where you are until the shaking stops. Cover your head with your bag or other items, and crouch down to the floor to ensure your safety.



Q What should I do after the shaking has stopped?



A Follow the instructions of station staff. They will provide you with information on the nearest evacuation spot based on the situation of the station facilities at that time. Do not use escalators or elevators. Aftershocks or power outages may occur.

Point

Having learned from the Great Hanshin-Awaji Earthquake in 1995, we carried out earthquake strengthening work on our elevated bridges and tunnels. Furthermore, considering the serious devastation brought about by the Great East Japan Earthquake in 2011, we have been implementing another round of earthquake strengthening to ensure that the underground subway structures do not collapse in the predicted Nankai Trough Earthquake and our operations resume at an early stage.



Q What should I do if an earthquake strikes when I am on a train?



A Trains may stop suddenly. Hold on to a strap or handrail firmly to ensure your safety.



Q What happens if an earthquake strikes when I am on a subway/new tram train?

Point

Using the information collected through the Earthquake Early Warning system by the Japan Meteorological Agency and the seismometers set up by Osaka Metro at eight locations inside Osaka City, orders are issued automatically during an earthquake to stop trains or reduce their speed.



A Trains may travel at a slower speed, or may stop their service at the station at which they have arrived. They may make an emergency stop between stations. In such a case, remain calm and follow the directions and instructions of the train crew.

See pp. 13–14

“During an Evacuation from a Subway Train through a Tunnel”

If a Fire Breaks Out When You Are at a

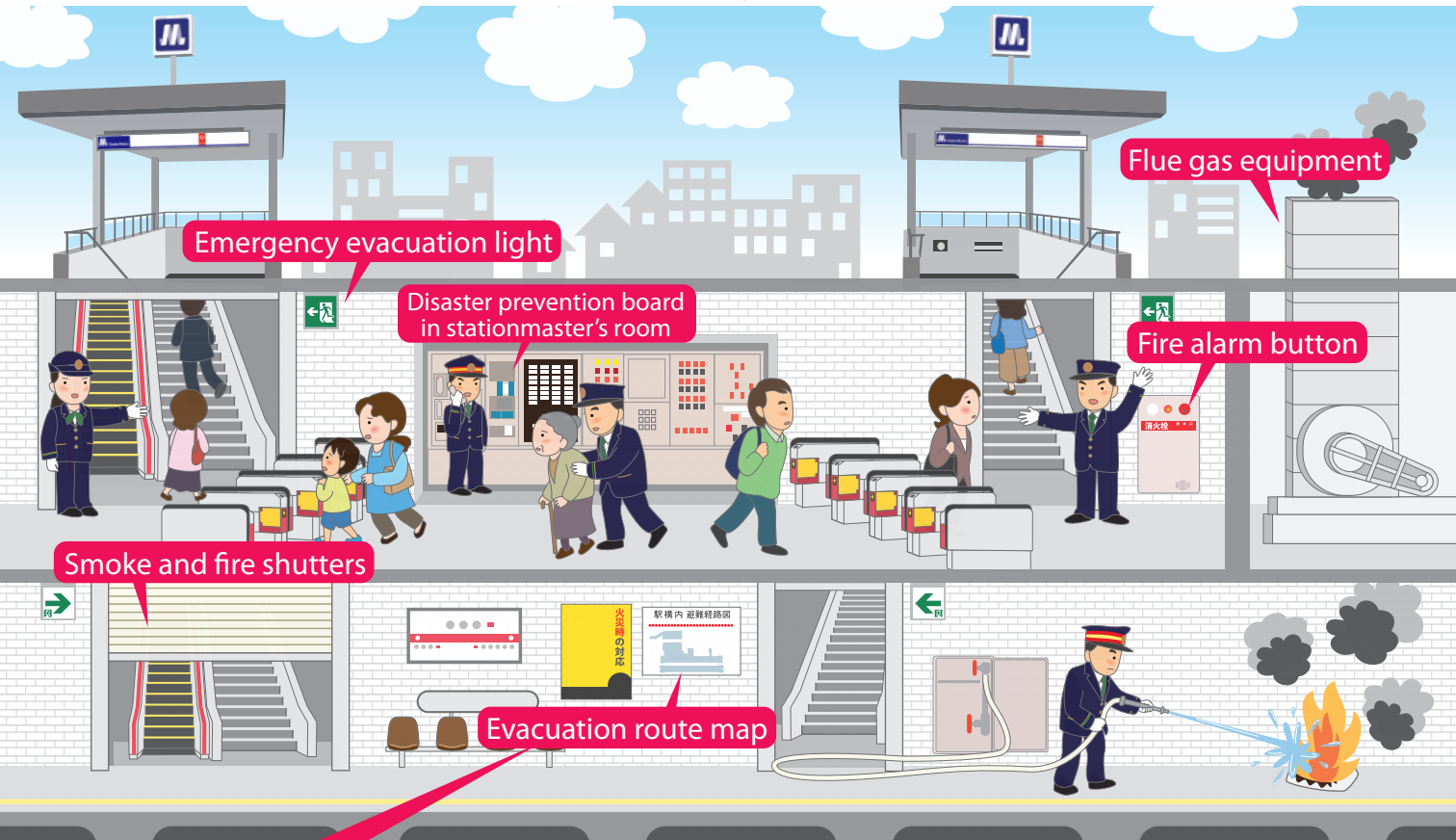
Station



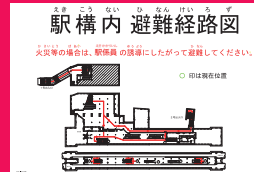
Q What should I do if I discover a fire at the station?



A Evacuate in a direction where smoke is not present, then press a fire alarm button or notify station staff. Also, please notify those around you about the fire.



Evacuation route map



Q What should I do when evacuating?



A Cover your mouth with a handkerchief or other cloth to prevent smoke inhalation. Stay low and evacuate by following the instructions of station staff or emergency evacuation lights. In preparation for an emergency, check and become familiar with the evacuation route displayed on station platforms.

If a Fire Breaks Out When You Are on a

Train



Q What should I do if a fire breaks out when I am on a subway/new tram train?

Point

Fire extinguishers are installed on our passenger cars. Please use one to help extinguish any fires at an early stage.



A Trains are made of flameproof materials. So, a fire will not spread immediately. Move away from the fire and notify the train crew by using the emergency intercom. To ensure your safety, move to another car on the train.



Q What happens if a fire breaks out when I am on a subway/new tram train?



A As a rule, trains continue running until they reach the next station. Then, at the station at which your train has stopped, the train crew or station staff will give you instructions to evacuate. If your train temporarily stops on the tracks between stations, do not go outside on your own judgment. It is very dangerous because you may come in contact with a running train or get an electric shock by touching a nearby high-voltage line.

During a

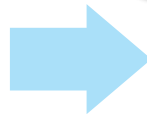
Typhoon

or

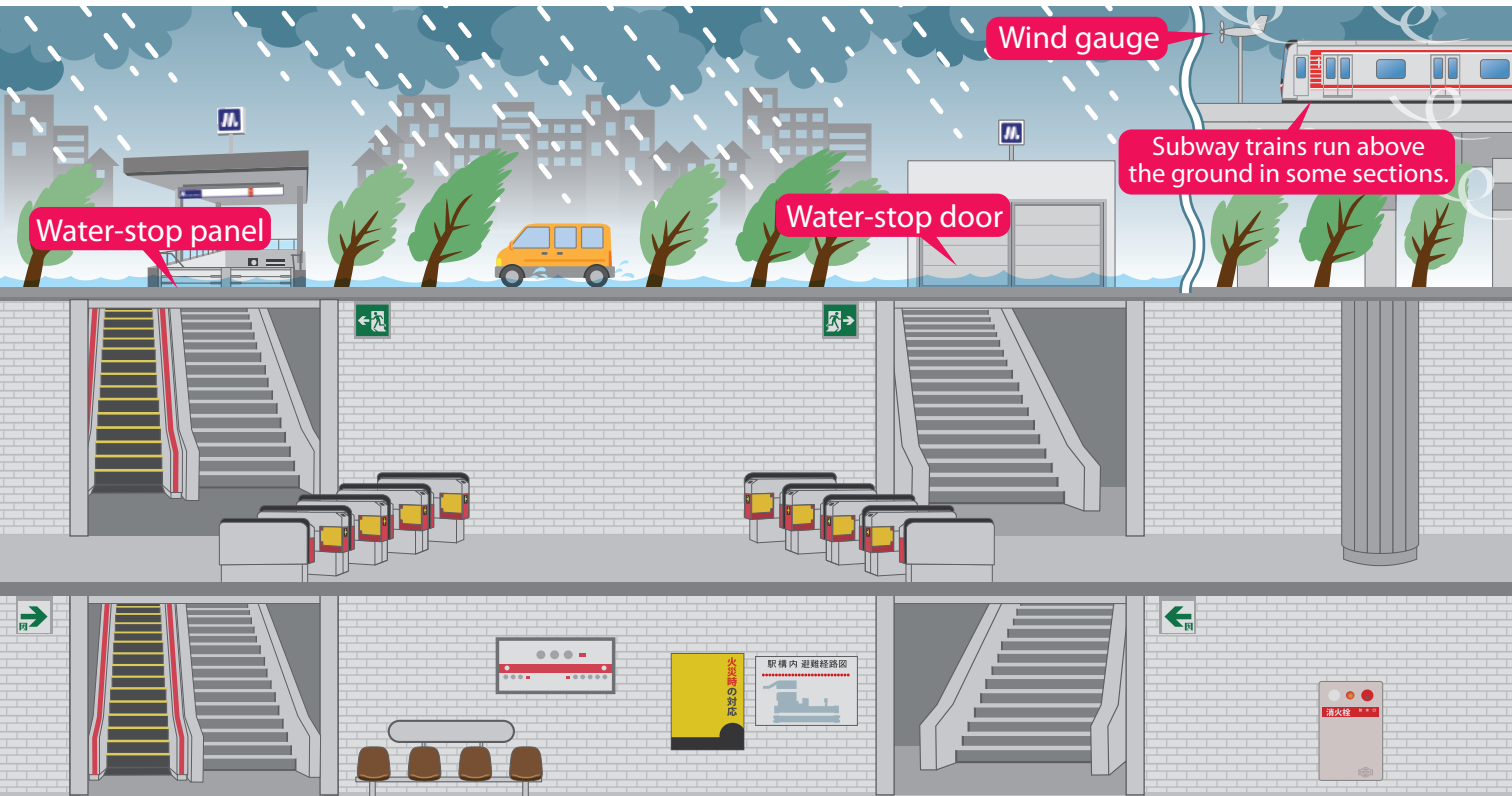
Severe Storm



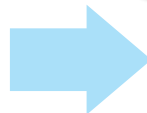
Won't the station be flooded?



To prevent the station from being flooded during heavy rain, water-stop panels are installed at entrances/exits of stations. When a major flood is predicted, we will guide people in the station to a safe area and close the entrances/exits.



What happens to the operation of subways and new trams during high winds?



When a wind gauge set in an aboveground section detects a wind speed greater than the predetermined reference value, trains may slow down. Furthermore, the service may be suspended along the entire line that has the aboveground section.

Aboveground section

Midosuji Line: between Nakatsu Sta. and Esaka Sta.

Chuo Line: between Cosmosquare Sta. and Awaza Sta.

New Tram: between Cosmosquare Sta. and Suminoekoen Sta.

During an **Evacuation** from a **Subway Train** through a **Tunnel**



Q How should I evacuate?



A

If a train stops in the middle of a tunnel and is unable to move, we will ask you to move to the first or last car on the train and get out of the car onto the tracks using the emergency ladder. Then, you will be asked to walk along the tracks to the nearest station, following the instructions of the train crew.



For the safety of passengers with disabilities, Osaka Metro encourages its staff members to carefully watch over them and talk to them proactively. You are also requested to talk to them and help them when necessary in a station or on a train. We train our employees to perform relief efforts regardless of their job responsibilities if they happen to be on the site of an accident or a disaster, with an emergency staff badge carried on their clothes in a visible manner. Please follow the directions of our employees in an emergency.



Emergency staff badge



Q What should I be careful of while walking in a tunnel?

A

It will be very dark in the tunnel and there will be many objects on the tracks, such as rails and sleepers. Stay calm and walk slowly while watching your step. If you see someone needing help, please lend your support.



Point

When passengers are being evacuated through a tunnel, all other trains are stopped and the power transmission through the high-voltage line is also suspended.



During a


Power Outage




Q What should I do if a power outage occurs while I am at a station?

Point

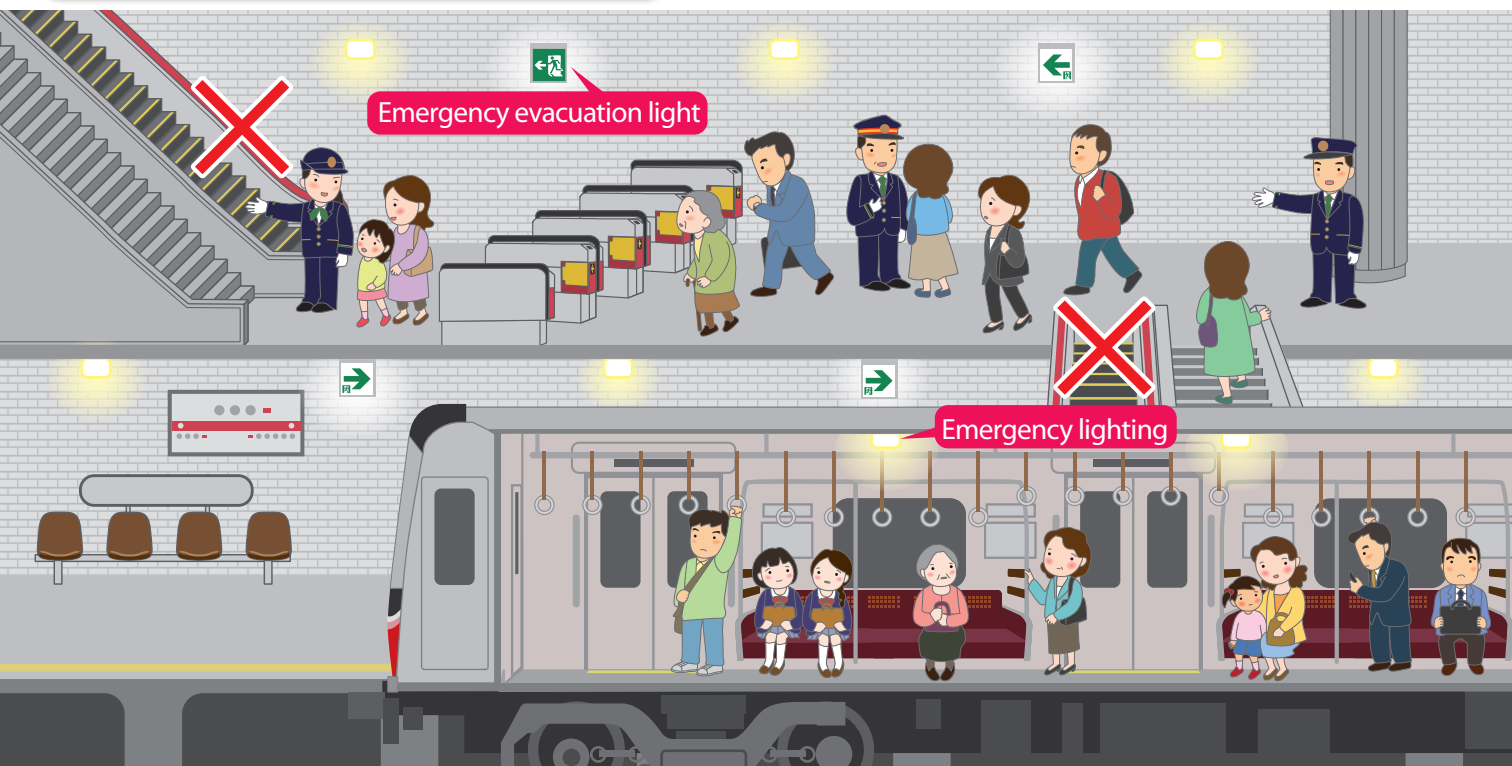
Emergency evacuation lights will also be on to show you the evacuation route.

 Emergency route light indicates the evacuation direction.

 Emergency exit light indicates the emergency exit.

A The emergency lighting will come on immediately. So, stay calm and follow the instructions of station staff.

Escalators will not work during power outages. Do not, however, use them as stairs to evacuate. The steps may move downwards and be dangerous.



Q What should I do when a power outage occurs while I am on a subway/new tram train?



A If the train temporarily stops and the lighting goes off, emergency lighting will come on immediately to provide sufficient light. Once the light is on, stay calm and follow the instructions of the train crew.

