

衛生指引願遵守，預防措施必定有

上下努力齊同心，交通安全又衛生

天天清潔加記錄，人多地點更留神

通風系統做得好，空氣清新病毒無

消毒服務一站式，員工乘客更舒適

口罩洗手清潔服，人人一定做得到

共用物品盡量少，交叉感染可避免

軟盤座椅雖共用，清潔消毒齊注重

車廂衛生常確保，乘客健康由我做

員工培訓警覺高，乘客不適可知道

交通工具通四海，健康教育傳八方

衛生標示到處見，同心合力齊抗炎

溝通拉近人與人，員工乘客心連心



公共交通 (包括巴士、航空、鐵路、渡輪、計程車等)

「網絡完善，四通八達」。本港各種交通工具，每天接載數以萬計市民到達目的地，為香港市民提供快捷、安全可靠、清潔舒適的服務。為保障乘客健康，我們承諾緊守崗位，一起行動，同心實踐「衛生約章」。

疫情階段

- 按衛生當局發出的指引，制定預防及處理傳染病之應變措施，並定期作出評估
- 所有員工留意自己的身體狀況，配合衛生署及公司的健康申報及隔離措施，於上班前自行探熱並加以記錄，如有任何身體不適，盡快求診，並向僱主報告
- 有需要時，於公共場所的出入口處，為顧客提供一站式消毒服務，例如擺放浸上1：99稀釋漂白水的消毒地毯等
- 每天加強用1：99稀釋家用漂白水清潔和消毒整個車廂及多人接觸的地方，如每一更用1：99稀釋家用漂白水徹底清潔，如升降機按鈕、落車鐘、八達通機、售票機、入閘機、車廂扶手、扶手電梯、公眾電話、欄杆、門柄、座椅安全帶、車門及所有出風口等
- 每天加強用1：99稀釋家用漂白水清潔洗手間，特別留意廁板、水箱拉水掣、門柄、扶手、洗手盤和水龍頭等；在洗手間放置視液，避免共用毛巾，並提醒要蓋上廁板後才沖水；避免污水濺出及每天用稀釋家用漂白水灌入排水口
- 每天全車徹底消毒及大清洗一次。一旦出現受感染者，進行嚴格的全面徹底清潔及消毒
- 在以下情況洗手：開工前、下班前，小休前後；觸摸眼、口、鼻前；打噴嚏或咳嗽後；進食前；如廁後；清潔工作後等

公共交通 Public Transportation

- 加強站內及車廂設施之管理與清潔消毒，並保存清潔記錄，保障乘客及員工健康
- 密切留意乘客的身體狀況，若懷疑有乘客患上上呼吸道感染徵狀，勸籲對方配戴口罩
- 在可能範圍內，為有需要的乘客提供口罩、嘔吐袋及紙巾，確保環境清潔衛生
- 在當眼處張貼有關傳染病資料及注意事項，推動乘客的個人衛生教育，例如在公共電話貼上「請正確配戴口罩」等字眼
- 檢討及修訂員工之工作分配及工序，並提供適當的保護裝備
- 有需要時，配戴手套。戴上手套後，不接觸眼、鼻及口等，除下手套後，立即徹底洗手
- 於當值期間，正確地配戴口罩

持久目標

- 定期清潔、檢視及保養各樣設備，例如通風系統、防蟲、防鼠、排污等，以確保環境衛生
- 張貼衛生標示，以促進乘客的健康教育
- 加強員工的衛生教育知識，與時並進
- 培訓員工貫徹落實有關預防傳染病的各項措施
- 各員工努力養成良好的生活習慣及個人衛生，持之以恆
- 設立有效途徑，加強員工與乘客溝通，互相配合，保持公眾衛生



Public Transportation (including buses, airplanes, railways, ferries and taxis)

Hong Kong is renowned for its convenient and efficient transportation system. Every day, millions of people in Hong Kong are carried to their destinations on a well-oiled public transport system. Be it by train, bus, taxi or ferry, the system provides the public with an efficient, reliable, safe and comfortable traveling experience. By uniting and pledging to adhere to the Hygiene Charter, the Transportation sector is committed to Hong Kong and safeguarding the health of all passengers.

High-risk period

- Develop preventative and contingency measures for tackling infectious disease in line with guidelines from health authorities and conduct regular assessments.
- Employees are to monitor their own physical condition and follow the Department of Health's health declaration and quarantine policy. Employees are to check their temperature before work and consult the doctor immediately if they are not feeling well.
- When necessary, equip access points with one-stop sterilizing facilities, such as floor mats soaked with diluted household bleach (1 part bleach mixed with 99 parts water).
- Intensify daily cleaning and disinfection of all facilities with diluted household bleach (1 part bleach mixed with 99 parts water). Maintain a daily record. Pay special attention to frequently touched facilities and installations such as vehicle/train/ferry compartments, elevator keypads, stop-bells, Octopus machines, ticketing machines, ticket gates, handrails in train/vehicle/ferries compartments, escalators, public telephones, fences, doorknobs, seat belts, doors and ventilation ducts.
- Clean and disinfect trains/vehicles/ferries thoroughly on a daily basis. If an infected passenger is onboard the compartment, thorough cleaning and sterilization procedures must be carried out.
- Intensify daily cleaning and disinfection of toilets with diluted household bleach (1 part bleach mixed with 99 parts water), paying special attention to toilet seats, flush handles, doorknobs, handrails, sinks and faucets. Place liquid soap and disposable towels in toilets. Remind people to flush only when the toilet is covered to avoid splashing. Use household bleach to clean the drains.

公共交通 Public Transportation

- Staff should clean their hands before/after work, recess, taking any meals, touching the eyes, mouth, nose, sneezing and coughing; and after any toilet visit or cleaning work.
- Strengthen management of the station/pier and train/vehicle/ferry compartment facilities. Maintain cleaning record and protect passenger/staff health.
- Be vigilant about the health of passengers. If a passenger exhibits symptoms of infectious diseases, advise him/her to wear a mask.
- Provide disposable masks, disposable bags and tissues to passengers in need, so as to ensure the cleanliness of the compartment.
- Display key hygiene and disease information as a means to facilitate greater personal health and hygiene consciousness (for example, display information on "How to wear a mask properly" in public telephone booths).
- Review and fine tune staff work allocation and procedures, and provide protective gear.
- Wear gloves where appropriate. Do not touch the eyes, nose and mouth after wearing gloves. Wash the hands thoroughly immediately after removing the gloves.
- Wear masks while on duty.

Long-term objectives

- Regularly clean, check and maintain all facilities (such as ventilation and drainage systems) and conduct pest-control and rat control measures frequently to ensure a hygienic environment.
- Display hygiene notices to facilitate passengers' hygiene education.
- Enhance staff's hygiene knowledge in line with the latest developments.
- Encourage staff to enforce health and infectious disease prevention measures.
- Encourage staff to develop good habits and personal hygiene practices.
- Establish channels to enhance staff and passenger communications to facilitate public hygiene.