



**Answers to your questions
about the train!**

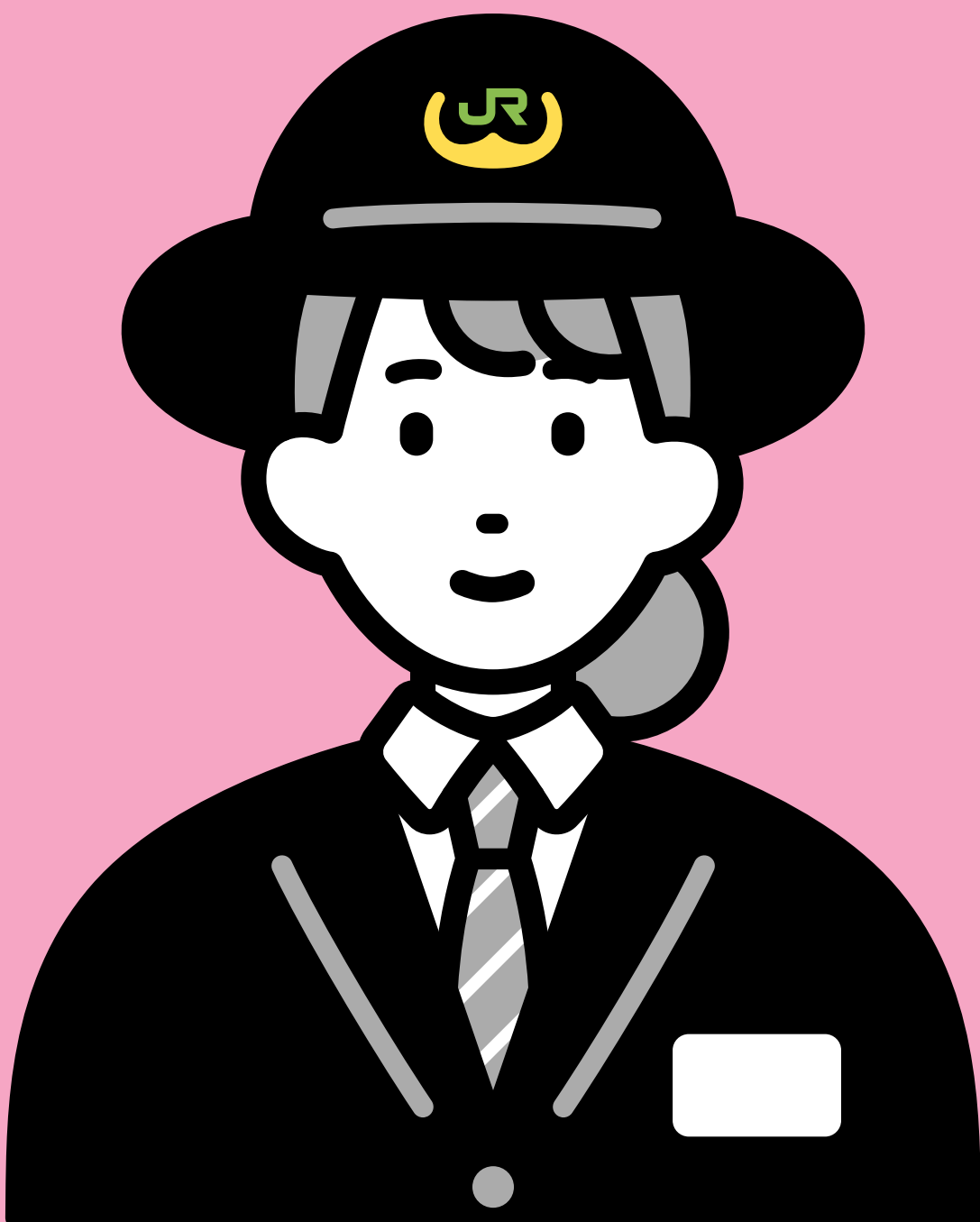
Q & A **JR East** **Guide**



JR East answers your questions

Safe and Comfortable Travel

Q & A



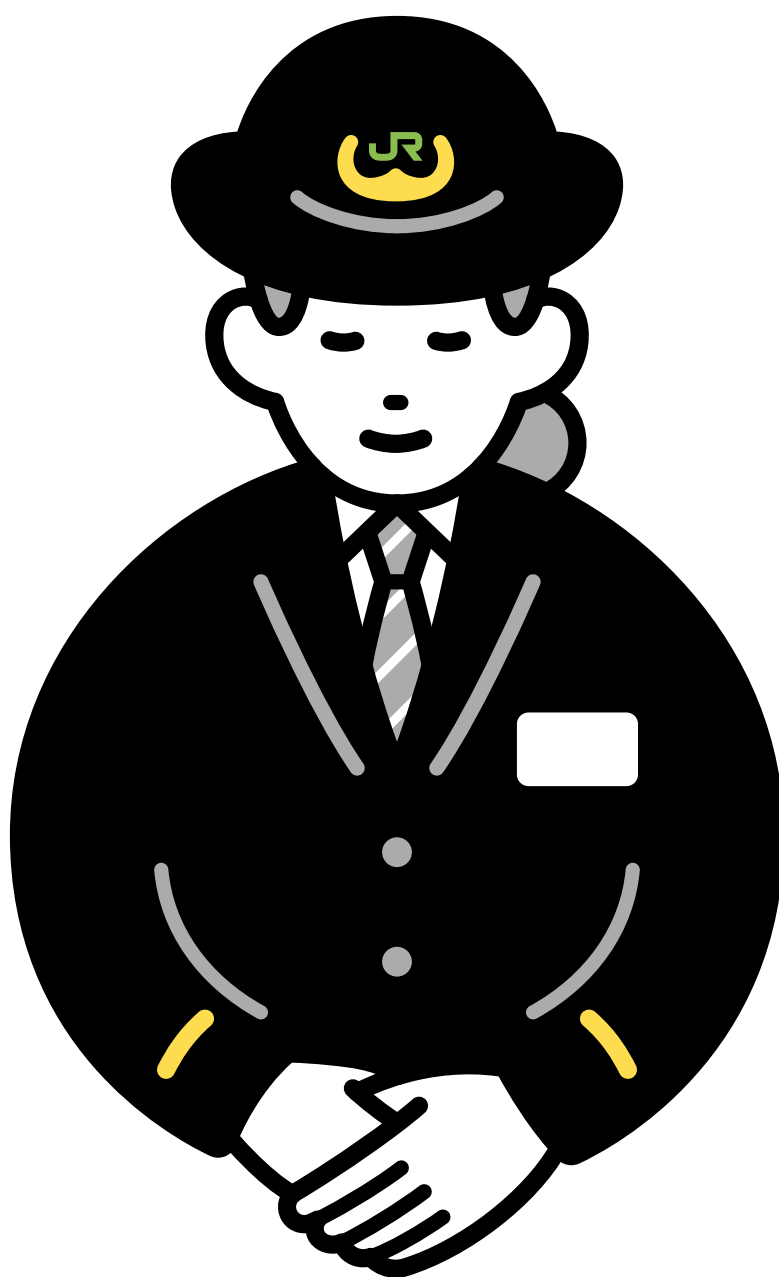
Thank you for using JR East.

To ensure that our passengers travel safely and comfortably, JR East engages in initiatives such as providing guidance and holding various etiquette campaigns.

We understand that some passengers feel relieved with just a little bit of guidance.

This pamphlet describes JR East's various initiatives, as well as tips for traveling safely and comfortably.

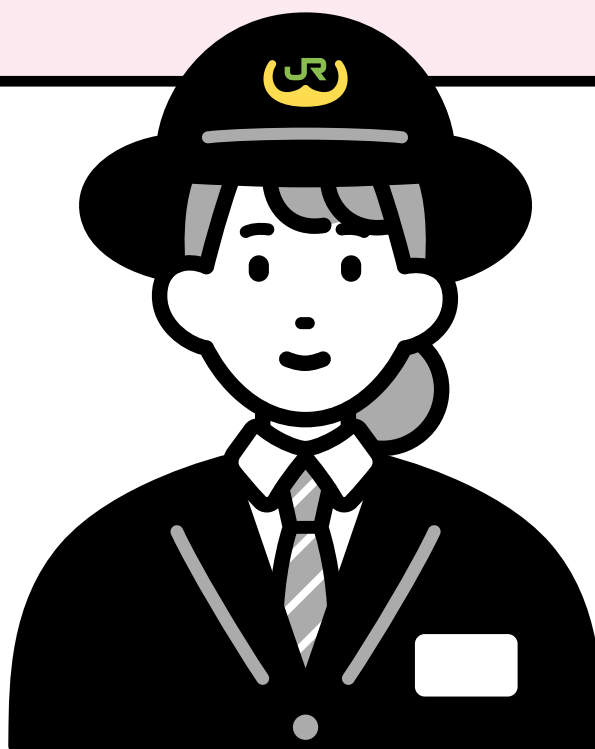
We appreciate your understanding and cooperation.



What should I do if I see somebody on the platform who **looks like they might get hit by a train** or somebody who **has fallen off the platform**?



Emergency stop buttons are installed on the platform. **If you sense danger,** such as when it looks like somebody might fall off the platform or get hit by a train, **press the button** to notify staff.



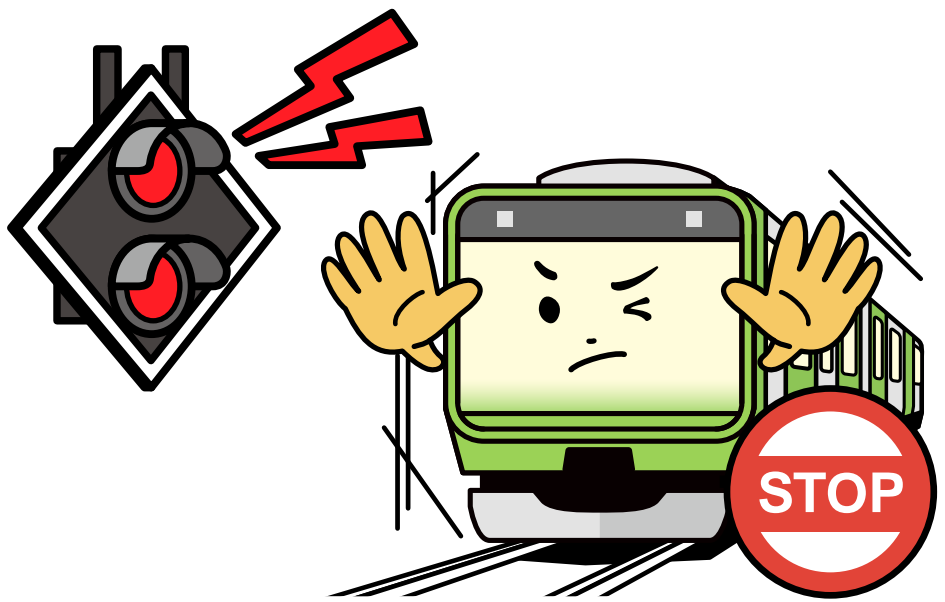
Pressing the Emergency Stop Button to Stop the Train



Emergency Stop Button



Station staff will rush to the scene.



A train given the emergency stop signal will come to an emergency stop.

* The train will not stop automatically when the button is pressed.

There are numerous dangers on the platform

- Rushing for the train is very dangerous. Never rush for the train.
- Walking while operating a smartphone or other device is very dangerous.

What should I do **if I feel unwell** or **see trouble** or **a suspicious item** on the train?



Press an SOS button inside the train or near the door to notify the crew. You can communicate with the crew by pressing the SOS button.*



* On some trains the SOS buttons do not have microphones.

Pressing the SOS Button to Speak with Crew



SOS Button



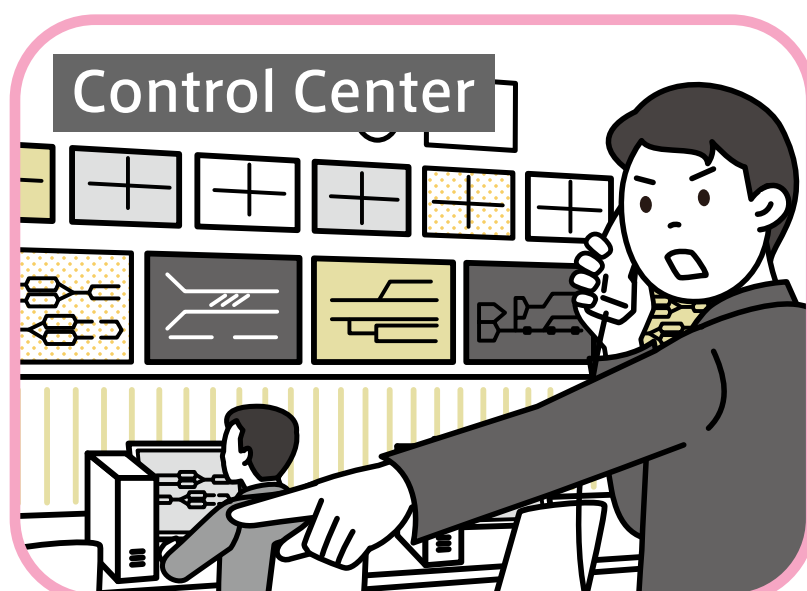
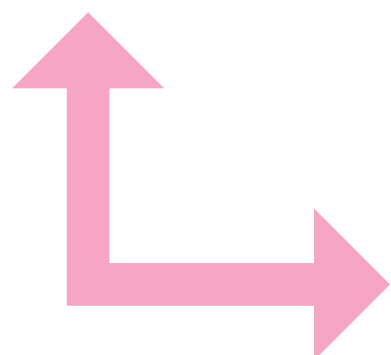
Microphone



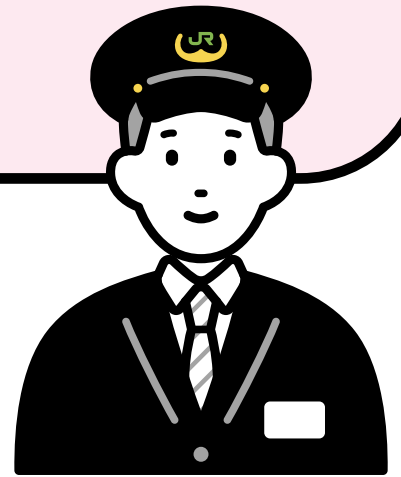
Press the SOS button to speak with crew.
* Speak into the microphone.



Train crew will report your call to the control center and respond.



Fire extinguishers are installed on board the train. In case of fire, it is most important to keep yourself safe, but if possible, press the **SOS button** to notify crew.



Exposed

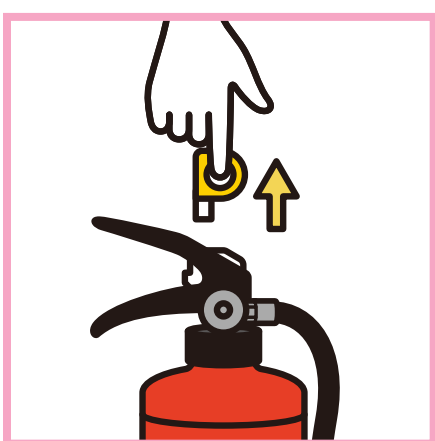


Enclosed



Arrow stickers (near strap level) are installed to point to fire extinguisher locations.

Using the Fire Extinguisher



Pull out
the safety pin



Point the nozzle
toward
the flame source

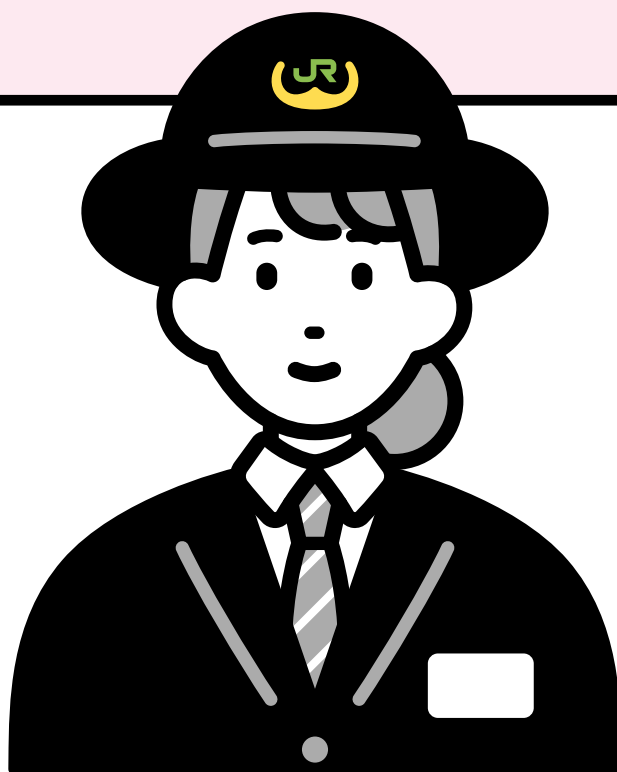


Squeeze the lever

What is
an emergency door handle?

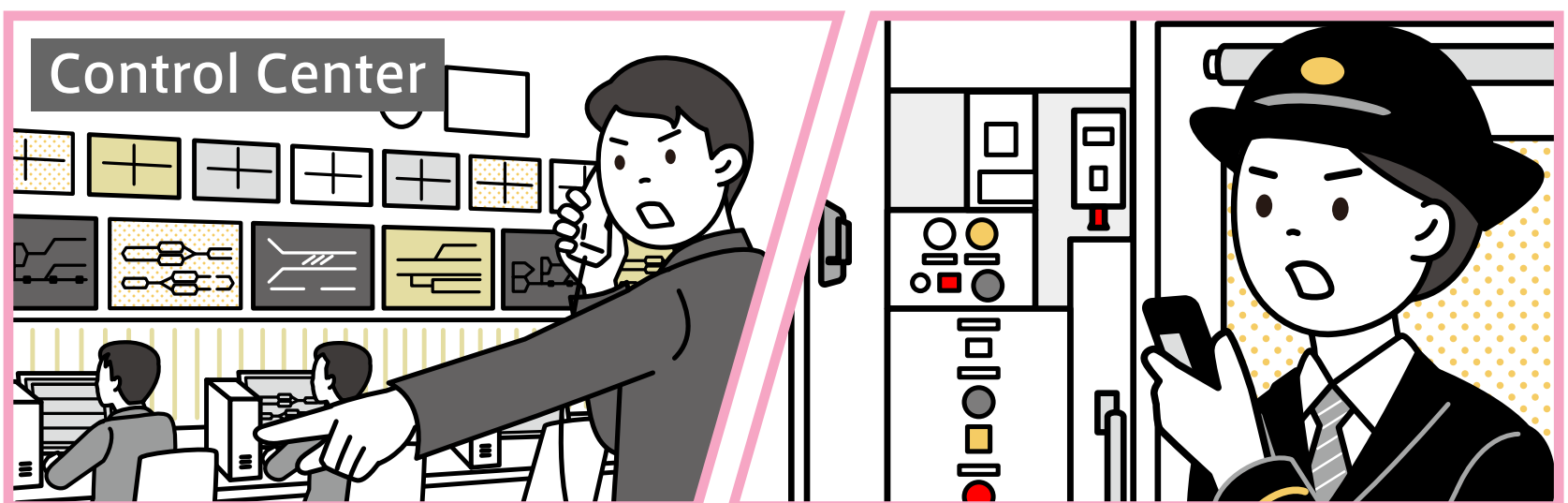


A device for manually opening and closing doors in case of an **emergency**. It is installed near the doors of all cars. When it is used, the train is brought to an emergency stop for safety checks.



Even when using the emergency door handle, it is very dangerous to get off the train, since trains may pass by on adjacent tracks.

Be sure to follow crew's instructions when getting off the train.



After the control center checks to make sure other trains in the vicinity are stopped, train crew will tell passengers how to get off the train, either using the train speakers or in person.



Emergency door handles are installed near the doors on the train.

*** Use emergency door handles in emergencies only.**

Getting Off the Train

In a disaster or emergency, the train may stop in between stations, and **you may need to get off the train and onto the tracks.**

Getting Off the Train Using a Ladder



Staff will set up the ladders.

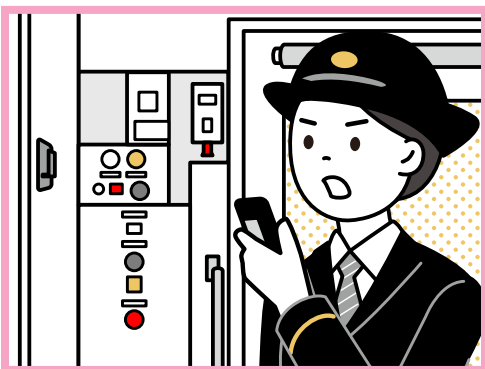


Climb down onto the track while holding tightly to the ladder rails.



Staff will guide you to a safe place. Evacuate following staff's instructions.

Getting Off the Train in an Emergency



Crew will notify passengers of emergency evacuation using the train's speakers or in person.



Sit on the edge of the door and slide forward to descend slowly.

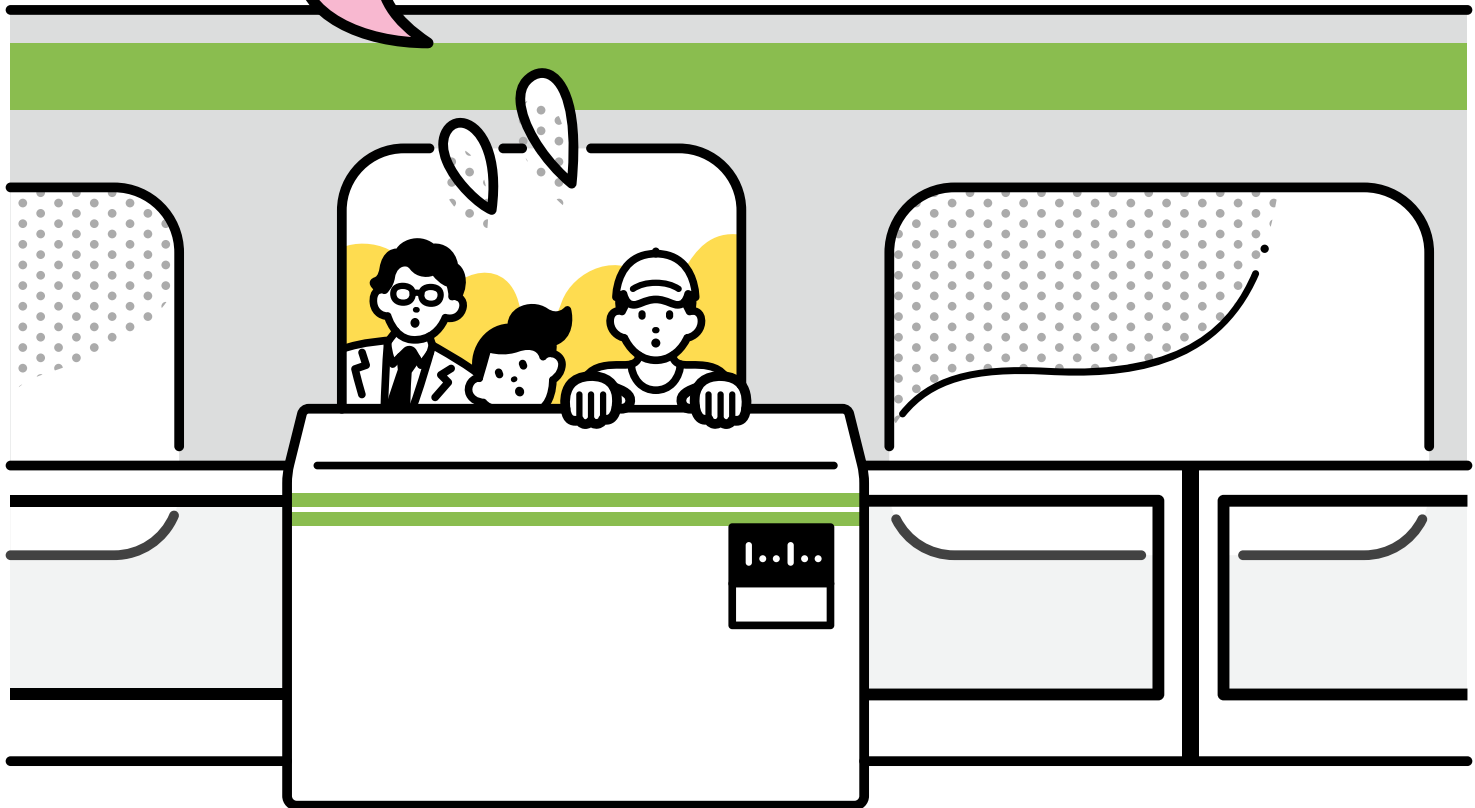


Staff will guide you to a safe place. Evacuate following staff's instructions.

Please help any passengers with disabilities or in wheelchairs to get off the train.



I'm afraid the platform gates will not open in an emergency.



Platform gates have **emergency exits on the train side** and **emergency unlock buttons** for opening the gates. **Follow staff instructions in an emergency.**



Emergency
Unlock Button



Emergency Exit