

Easy-to-read Metro user guide

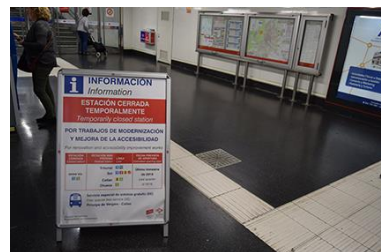
Communicating in aid and emergency situations

During the trip, a situation may arise that you don't know how to solve and may need help with.

Metro can report unusual situations, for example, when a line or a station is closed.

Metro reports this in the following ways:

- PA system at stations.
- Through the PA system inside trains.
- With illuminated signs on the platforms.
- For the information stands in the lobbies.



In these situations, you have several options to ask for help:

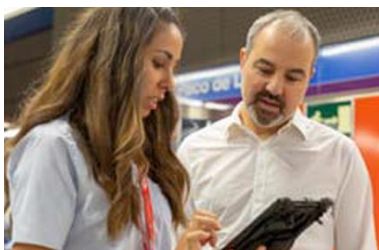
Metro staff

They are the people who can help you.

They will also give instructions in the event of an unforeseen situation.

Always follow their instructions.

Metro staff may wear a yellow waistcoat with the Metro logo in unusual and crowded situations.



Metro staff with a tablet.



Metro staff wearing identification waistcoats.



Underground security guards



Intercoms

- They are in lobbies, on platforms and at turnstiles.
- In addition, you can also find an intercom on the vending machines to communicate with us., en las máquinas de venta también puedes encontrar un interfono para comunicarte con nosotros.



Intercom.

- If you can't find Metro staff in an emergency situation, look for the "Emergency Exit" signs.
- Walk calmly to the nearest exit.



Image indicating the direction of the emergency exit

Remember

Never use lifts and escalators in emergency situations.

