港鐵遭遇性暴力經驗 問卷調查報告

Survey Report on Sexual Violence Experience in MTR

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Gender-friendly Environment Group





Survey Report on Sexual Violence Experience in MTR

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Abstract

Gender-friendly environment group(The Group) conducted a survey on Sexual Violence Experience in Mass Transit Railway Corporation (MTR) from June 2019 to February 2020, collecting public's experiences of sexual violence in MTR areas, including verbal sexual harassment, peeping and undesired body contact etc. The research is consisted of three parts: public's experiences related to sexual violence in MTR areas; the bystanders' observation of sexual violence in MTR areas; review and suggestions regarding the MTR's existing measures in tackling sexual violence.

This research was conducted through an online questionnaire, inviting the public to complete the questionnaire on various social media platforms. The research is targeting members of the public who have experienced or witnessed sexual violence incidents in MTR in the past three years, and 419 valid responses were collected. Objectives of the research include: revealing the current situation of sexual violence in MTR areas, such as the types of sexual violence and the common locations and time of incidents, as well as the experiences of respondents seeking help in the MTR areas. Feasible suggestions are made to lower the frequency of sexual violence incidents in MTR and more effective measures in handling sexual violence incidents are raised.

According to the survey results, the type of sexual violence that most respondents commonly encounter is 'Unnecessary bodily contact', followed by 'being stared at in an "obscene" way' and 'being approached deliberately'. Sexual violence incidents mostly happen during peak hours in the afternoon. Tsuen Wan line and the train compartments are the train line and location with the highest frequencies respectively.

In regards to the bystanders' observation of sexual violence cases, the most common type of sexual violence witnessed is the victim being 'stared in an "obscene" way', followed by being 'approached deliberately' and 'unnecessary body contact'. Same as above, peak hours in the afternoon are the most common

time of sexual violence incidents according to bystanders, with Tsuen Wan line and train compartments being the most common MTR line and locations for such incidents

In regards to the respondents' opinions on MTR's measures in preventing sexual violence, respondents generally believe that the problem of sexual violence is serious in MTR areas and they think that MTR has inadequate measures or policies to protect passengers from experiencing sexual violence. Respondents also think that MTR is highly responsible of protecting passengers from experiencing sexual violence.

With the above survey results, it is highly recommended that MTR should make the following improvements to prevent the occurrence of sexual violence and to help the victims more effectively.

MTR should enhance the MTR mobile app and hotline services for the convenience of victims when they need to seek help from MTR. To provide immediate support to victims in MTR areas, MTR should increase the number of patrolling staff, hotline, surveillance cameras and training sessions to staff. Other than that, it is important to educate the passengers through intensive promotion in MTR, such as train broadcasts. Key messages that MTR should highlight include the most common types of sexual violence in MTR areas, the ways that bystanders can do to intervene sexual violence incidents. The existing wordings of warning or promotional messages inside MTR areas are also recommended to be improved.

1. Background

- 1.1. Gender-friendly environment group(The Group), a voluntary group under the Anti480 Anti-Sexual Violence Resource Centre of the Association concerning Sexual Violence against Women aims to build a gender-friendly environment and has been advocating feasible solutions to the Mass Transit Railway Corporation (MTR) on enhancing gender-friendliness in their services
- 1.2. The research objectives of 'Survey on Sexual Violence Experience in MTR' include 1) Collecting the public's experiences and observation on sexual violence in MTR areas; 2) Collecting the public's opinions on the MTR's measures and policies to prevent sexual violence incidents; 3) Giving recommendations to MTR to prevent and handle sexual violence incidents.

2.1 Methodology

The Group had conducted an online questionnaire from 29th June 2019 to 29th February, 2020, using Facebook and Instagram to invite the public to complete the survey. There are 18 questions in the online questionnaire and there are three parts, including 1) Public's experiences related to sexual violence in MTR areas; 2)Public's observation of sexual violence in MTR areas; 3) Opinions and recommendations on MTR's measures in tackling sexual violence

2.2 The group collected 419 valid responses online. Among 419 respondents, 356 respondents (85%) are female while 63 respondents (15%) are male (Chart 17). In regards to the age of the respondents, most of the respondents are 20-24 years old (173 respondents, 41.3%), around 20% of the respondents are 15-19 years old (87 respondents, 20.8%), and around 18% respondents are 25-29 years old (77 respondents, 18.4%) (Chart 18).

3. Main research results

3.1 Part 1: The public's experiences of sexual violence in MTR areas

- 3.1.1 119 respondents out of 419 respondents of the survey indicated that they have not experienced sexual violence in areas of MTR, while 300 respondents indicated that they have experienced different forms of sexual violence in MTR areas. (Chart 1a)
- 3.1.2. According to respondents who have experienced sexual violence in MTR areas, the most common type of sexual violence is 'Unnecessary bodily contact' (213 respondents, 71%). More than half of the respondents have been 'stared at in an "obscene" way' (182 respondents, 60.7%) and 'approached deliberately' (176 respondents, 58.7%). (Chart 1b)

Q1 · Have you ever experienced any of the sexual violence in MTR area in the past 3 years? (You may choose more than one)

| | • |
|-------------------------------------|-----------|
| Options | Frequency |
| No | 119 |
| Unnecessary bodily contact | 213 |
| Being sneaked a photo of your body | 52 |
| Exposed nudity in front of you | 6 |
| Being stared at in an 'obscene' way | 182 |
| Approached deliberately | 176 |
| Masturbated in front of you | 11 |
| Sexually harassed you through | 31 |
| language, sounds, or images | |
| Others | 4 |

3.1.3. For the time that the public experience sexual violence, over 60% (196 respondents, 65.3%) of the respondents had experienced sexual violence, during peak hours in the afternoon (Monday to Friday, 4:40-7:00 pm, Mon to Friday). Also, around 40% of the respondents had experienced sexual violence during the morning peak hours (Monday to Saturday, 7:00-9:30pm). (Chart 2)

Q2 · The time of the incidents: (you may choose more than one)

| Options | Frequency |
|------------------------------------|-----------|
| AM Peak hours (7:00-9:30 Monday to | 114 |
| Saturday) | |
| PM Peak hours (16:30-19:00pm | 196 |
| Monday to Friday) | |
| Midnight (after 23:00) | 24 |
| Other | 56 |
| Do not remember | 34 |

3.1.4 Among all the MTR lines, around half of the respondents (144 respondents, 48.0%) have experienced sexual violence at Tsuen Wan Line. Around 40% of the respondents experienced sexual violence at Kwun Tong Line (123 respondents, 41.0%). 30% of them indicated that their sexual violence experiences happened at the Island Line (95% respondents, 31.7%). (Chart 3)

Q3 · The MTR line which the incidents happened: (you may choose more than one)

| Options | Frequency |
|------------------------|-----------|
| Island Line | 95 |
| Kwun Tong Line | 123 |
| Tsuen Kwan O Line | 19 |
| West Rail Line | 29 |
| Tung Chung Line | 10 |
| Disneyland Resort Line | 0 |
| South Island Line | 6 |
| Tsuen Wan Line | 144 |
| East Rail Line | 54 |
| Ma On Shan Line | 7 |
| Airport Express | 2 |
| Light Rail | 21 |
| Do not remember | 18 |

3.1.5 Among 300 respondents who had experienced sexual violence in MTR, over 90% (285 respondents, 95%) indicated that the incidents happened inside train compartments, while 24% of them experienced sexual violence at train platforms.(72 respondents, 24.0%) (Chart4)

Q4 · The place which the incidents happened: (you may choose more than one)

| Options | Frequency |
|-------------------------------------|-----------|
| Train compartment | 285 |
| Lift | 6 |
| Escalator | 24 |
| Station Concourse, passageway, etc. | 23 |
| Platform | 72 |
| Stairs | 8 |
| Washroom | 0 |
| Others | 1 |
| Do not remember | 2 |

3.1.6 When the respondents were asked if they had sought help from MTR staff, only 3 out of 300 respondents (1%) who have experienced sexual violence, stated that they have received assistance from MTR staffs, while the 297 respondents (99%) stated that they did not receive any assistance from MTR staffs. (Chart 5)

3.1.7 297 respondents who did not receive any help from MTR staff when they encountered sexual violence also indicated the reason. Over 50% of them did not receive help from MTR staff because they are 'not sure if the encounter was considered as "sexual violence" (168 respondents, 56.6%). More than 40% respondents 'felt that the staffs could not provide any effective assistance' (131 respondents, 44.1%). 42.8% of the respondents did not see any staff nearby (127 respondents). The option 'Other' also have notable responses, including 'I feel embarrassed to seek for assistance' (95 respondents, 32.0%), 'The instructions to call for assistance were unclear' (58 respondents, 19.5%) and 'Did not know that one can ask the staffs for help' (52 respondents, 17.5%).

Respondents also gave other reasons for not receiving help from MTR staff, such as 'the perpetrator will easily get away if I leave the train compartment to look for staff to help.', 'the perpetrator left before I could find any staff', and 'there were no staff in the train compartments at the West Rail'. As sexual violence incidents usually happen within a short period of time, victims need immediate assistance from MTR staff. Unfortunately, the accessibility to MTR staff in cases of emergency incidents is very low according to the survey findings.

 ${\rm Q6}\cdot{\rm Why}$ were there no assistance provided by the MTR staffs (You may choose more than one)

| Options | Frequency |
|---|-----------|
| Not sure if the encounter was | 168 |
| considered as 'sexual violence' | |
| Did not see any staffs nearby | 127 |
| The staffs did not respond | 2 |
| Not necessary for any assistance from | 46 |
| the staffs | |
| Did not know that one can ask the | 52 |
| staffs for help | |
| The instructions to call for assistance | 58 |
| were unclear | |
| I feel embarrassed to seek for | 95 |
| assistance | |
| Felt that the staffs could not provide | 131 |
| effective assistance | |
| Others | 20 |

3.2 Part 2: Witnessing sexual violence incidents in MTR areas

3.2.1. 253 out of 419 respondents stated that they had not witnessed any sexual violence incidents in MTR areas, while the other 166 respondents stated that they had witnessed different types of sexual violence in MTR areas. (Chart 7a)

3.2.2. Among 166 respondents who had witnessed sexual violence incidents, over 60% of them (108 respondents, 65.1%) indicated that they have witnessed other passengers being 'stared at in an obscene way'. Around 40% of the respondents had witnessed sexual violence involving bodily touch, such as 'Approached deliberately' (66 respondents, 39.8%) and received 'unnecessary bodily contact' (62 respondents, 37.3%). Respondents had also witnessed sexual violence which was not mentioned in the questionnaire, such as peeping – 'I saw a man knelt down to peep from under a girl's skirt'. (Chart 7b)

Q7 · Have you witnessed others experiencing the following situations of sexual violence in MTR area for the past 3 years? (You may choose more than one)

| Options | Frequency |
|-------------------------------------|-----------|
| No | 253 |
| Unnecessary bodily contact | 62 |
| Been sneaked a photo of their body | 40 |
| Exposure of nudity | 0 |
| Stared at in an obscene way | 108 |
| Approached deliberately | 66 |
| Masturbated in front of them | 2 |
| Sexually harassed through language, | 17 |
| sounds, or images | |
| Others | 5 |

3.2.3. Regarding the time of sexual violence occurrences, over 50% of the respondents who had witnessed (91 respondents, 54.8%) indicated that the incidents occurred during PM Peak hours (16:30-19:00pm Monday to Friday), followed by AM Peak hours (7:00-9:30 Monday to Saturday) (42 respondents, 25.3%). (Chart 8)

Q8 · Regarding the previous question, the time of the incidents: (you may choose more than one)

| Options | Frequency |
|------------------------------------|-----------|
| AM Peak hours (7:00-9:30 Monday to | 42 |
| Saturday) | |
| PM Peak hours (16:30-19:00Monday | 91 |
| to Friday) | |
| Midnight (after 23:00) | 18 |
| Other | 32 |
| Do not remember | 38 |

3.2.4. Among all the respondents who witnessed sexual violence incidents before, 36.1% of them indicated that the incidents took place along Tsuen Wan line (60 respondents).

The second highest line was Kwun Tong line (54 respondents, 32.5%), while Island line came third (46 respondents, 27.7%). (Chart 9)

Q9 · The MTR line which the incidents happened: (you may choose more than one)

| Options | Frequency |
|------------------------|-----------|
| Island Line | 46 |
| Kwun Tong Line | 54 |
| Tsuen Kwan O Line | 6 |
| West Rail Line | 12 |
| Tung Chung Line | 7 |
| Disneyland Resort Line | 2 |
| South Island Line | 5 |
| Tsuen Wan Line | 60 |
| East Rail Line | 22 |
| Ma On Shan Line | 5 |
| Airport Express | 1 |
| Light Rail | 6 |
| Do not remember | 37 |

3.2.5. Over 90% of the respondents stated that they witnessed sexual violence incidents in the train compartment (155 respondents, 93.3%), followed by train platform (32 respondents, 19.3%). (Chart 10)

Q10 · The place which the incidents happened: (you may choose more than one)

| Options | Frequency |
|-------------------------------------|-----------|
| Train compartment | 155 |
| Lift | 5 |
| Escalator | 14 |
| Station Concourse, passageway, etc. | 7 |
| Platform | 32 |
| Stair | 4 |
| Washroom | 1 |
| Do not remember | 2 |

3.2.6. 166 respondents answered the question about their reactions to previous witness of sexual violence incidents. Around half of them (77respondents, 46.3%) indicated that they 'did not know how to react', and 45.8% of them 'stared at the perpetrator angrily' (76 respondents, 45.8%). Less than 20% of the respondents chose 'Told the person involved' (30 respondents, 18.1%) and around 10% of them chose 'Shouted at the perpetrators' (17 respondents, 10.2%). Only a minority of the respondents chose to notify MTR staff (6 respondents, 3.6%). (Chart 11)

Q11 · How did you react to the incidents? (you may choose more than one)

| Options | Frequency |
|--|-----------|
| Told the person involved | 30 |
| Report to the police | 2 |
| Use your phone to take photos/video of | 7 |
| the people involved | |
| Stared at the perpetrator angrily | 76 |
| Pretend as if nothing special had | 22 |
| happened | |
| Shouted at the perpetrators | 17 |
| Tried to get the attention from other | 20 |
| passengers | |
| Did not know how to react | 77 |
| Left the scene | 10 |
| Notified the MTR staffs | 6 |
| Others | 14 |

3.2.7. 160 respondents indicated their reasons for not seeking help from MTR staff. Almost half of the respondents chose 'Not sure if that was considered as sexual violence' (70 respondents, 43.8%). Nearly 40% of the respondents chose 'Did not see any staffs nearby' and 'Felt that the staffs could not provide effective assistance' (60 respondents, 37.5%). 16.3% of the respondents indicated that they 'did not know that one can ask the staffs for help' (25 respondents). 14.4% of them thought that 'the instructions to call for assistance were unclear' (23 respondents), while 9.4% of them thought it was 'not necessary for any assistance from the staffs (15 respondents, 9.4%).

Other than the suggested reasons, some respondents also gave different reasons behind their choice, such as 'I was afraid that I may get into troubles and dangers if no one would help me. I was not expecting any support from MTR because they had been neglecting this problem for years. No one would protect me if I intervened,', 'I was not sure if the victim want people to know it or not', 'the victim did not respond, and therefore I am not sure if I should help and I didn't how to help', 'it cannot be regarded as criminal offence'. (Chart 12)

 $Q12 \cdot If$ you did not ask the staffs to provide assistance/help, why? (you may choose more than one)

| Options | Frequency |
|---|-----------|
| Not sure if that was considered as | 70 |
| sexual violence | |
| Did not see any staffs nearby | 60 |
| The staffs did not respond | 0 |
| Not necessary for any assistance from | 15 |
| the staffs | |
| Did not know that one can ask the | 26 |
| staffs for help | |
| The instructions to call for assistance | 23 |
| were unclear | |
| It was an embarrassing situation | 35 |
| Felt that the staffs could not provide | 60 |
| effective assistance | |
| Others | 15 |

3.3. Part 3: Opinions towards MTR's measures on handling sexual violence incidents and recommendations

- 3.3.1.In rating the level of seriousness of the 'current sexual violence in MTR' (1 for least Serious-10 for most Serious), 58.5% of the respondents gave a score of 6 or above, which shows that most respondents think the current problem is serious. (Chart 13)
- 3.3.2. When asked 'do you think MTR has adequate policies or instructions to safeguard passengers from sexual violence? (1 for extremely Inadequate-10 for extremely adequate)', 93.6% of the respondents gave a score of 5 or below, with an average of 2.6, which shows that a majority of respondents think that the policies and instructions of MTR are inadequate.
- 3.3.3. When asked 'To what extent do you think MTR is responsible for safeguarding passengers against sexual violence? (1 for least responsible-10 for most responsible)', 74.9% of the respondents gave 6 or above and the average score is 7.1. It shows that most respondents believe MTR is highly responsible for safeguarding its passengers against sexual violence. (Chart 15) 3.3.4. Over 70% of the respondents think MTR should provide more accessible information regarding help-seeking' (318 respondents, 75.9%). Near 70% of respondents think MTR should advocate anti-sexual violence more intensively (300 respondents, 71.6%) and provide guidelines and training to the staff' (298 respondents, 71.1%). Furthermore, half of the respondents think MTR should increase the number of CCTV' (218 respondents, 52%) and the number of staff at train stations' (209 respondents, 49.9%).

Respondents also gave other suggestions to lower the chances of sexual violence, such as increasing the train frequency to avoid overcrowding in train cabins. (Chart 16)

 ${\tt Q16}\cdot{\tt Suggestions}$ to MTR to improve current situation: (you may choose more than one)

| Options | Frequency |
|---------------------------------------|-----------|
| Increase the number of CCTV | 218 |
| Increase the number of staff at train | 209 |
| stations | |
| Provide more accessible information | 318 |
| regarding help-seeking | |
| advocate anti-sexual violence more | 300 |
| intensively | |
| Provide guidelines and training to | 298 |
| staffs | |
| Increase police patrols | 78 |
| Others | 33 |

4. Suggestions

It is believed that this survey result merely reflect a tip of iceberg, given that MTR is the most popular public transportation in Hong Kong. In the hope that Hong Kong will become a more gender-friendly city, we will list out some feasible recommendations to MTR in preventing and handling sexual violence.

According to the survey result, the general public think that MTR is highly responsible to combat and prevent sexual violence in MTR areas, and therefore MTR should strengthen relevant measures to make them more comprehendible and accessible so that victims and bystanders could seek assistance when needed. Passengers can make good use of such resources from MTR only if they are aware of the existence and assess to them. The survey result clearly shows that neither the victim nor bystanders were aware of MTR's measures in handling sexual violence. Over 90% of the victims and the bystanders did not seek for help from MTR staff, since they were not informed of the potential resources and support provided by MTR. They were also not confident in the handling of staff and it hindered them from calling for help.

Furthermore, revealing concrete measures to handle sexual violence incidents would also enhance the branding and image of the company

Summarizing the recommendations given by respondents, below are some measures that MTR can reference to.

4.1. Enhance the MTR Mobile App and hotline services

If one experiences sexual violence in the train compartment, the hotline and MTR mobile App are good ways to seek help, and therefore it is suggested that MTR should enhance these services to make them more user-friendly and effective.

When people call the MTR hotline, they will be listening to a pre-recording, which prolong the time of help-seeking and hence lower the chance to catch a perpetrator. MTR should give people access to directly speak to staff.

Also, the artificial intelligence system of MTR Mobile App is not detecting words related to sexual violence, such as 'indecent assault', 'sexual harassment' and 'clandestine photo-taking'. Therefore MTR should upgrade the system so it could identify keywords related to sexual violence. When the app system receives a call for help, it should ask the users to provide their exact location in order to arrange a staff member to intervene and help the victims.

4.2. The promotional messages should emphasize responsibility of bystanders

As the general public is reserved and feel shameful towards sex, it is difficult for victims to speak up. The role of bystanders is therefore very important in sexual violence incidents. An increase of active bystanders would effectively increase the cost of committing sexual crimes, and therefore helpful in combating sexual violence in MTR. It is suggested that MTR should refer to other countries' ways of preventing sexual violence in public transportations, which Japan mainly promote bystanders' responsibility. (Please refer to the appendix 2 for the advertisements in Japanese metro trains.)

4.3 Educational advertisement should focus on the most common type of sexual violence

The survey result shows that the most common type of sexual violence in MTR areas experienced by respondents is "Unnecessary bodily contact" (71.0%), which mostly occur in the train compartments (95.3%). However, the MTR does not have any advertisement or warning specifically regarding the above act of sexual violence. MTR should target at the most common types of sexual violence in MTR areas with more specific and precise wordings.

4.4. The content of public education should be clearer and more precise

According to the survey result, 20% of the victims did not seek help due to unclear instruction to the ways of help seeking. Advertisement about sexual crimes in MTR did not mention any hotline service in case of emergency, Furthermore, there is no

guidance of help-seeking inside train compartments, where most sexual violence took place.

Also, advertisement can directly point out different forms of sexual violence using exact wordings like 'upskirting' and 'sexual harassment', for example, 'report immediately if you encounter upskirting', 'stop the crime if you encounter sexual harassment' instead of 'don' t be silent'. More accurate wordings are helpful to victims and it will increase their willingness to seek help.

4.5. Increase the frequency of train broadcasts

The MTR should increase the frequency of manual broadcasts in train especially during peak hours in the afternoon, when most sexual violence incidents happen. Increasing the frequency of existing broadcast can help avoid train delay and reduce unnecessary bodily contact among passengers, such as 'please move inside the compartment' and 'please contact our staff at next station if you feel sick'.

MTR should also arrange the train captains to manually broadcast anti-sexual-violence messages during peak hours to act as deterrence. Broadcast message like 'report immediately if you encounter upskirting' and 'stop the crime if you encounter sexual harassment', can remind potential victims or bystanders of reporting even if they cannot see the posters.

4.6 Increase the patrolling of staff in train compartments

Kwun Tong line, Tsuen Wan line and the Island line are the lines that respondents experienced or witnessed the most sexual violence incidents. It is suggested that more staff should be arranged to patrol in train compartments to deter the potential perpetrators and support victims.

4.7. Increase the numbers of help phones inside MTR

There are limited quantity of help phones at train platforms but they are not easy to find. There should more directional arrows and map directions to help passengers locate the help phones when needed.

4.8 Strengthen the training of MTR staff

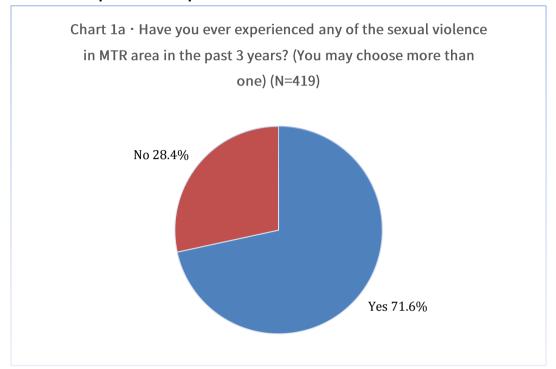
MTR should equip all staff with the ability to handle the sexual violence incidents, including the ability to consider victims' feelings and predicament, as well as providing options other than reporting to police (such as organizations or institutions that serve sexual violence victims)

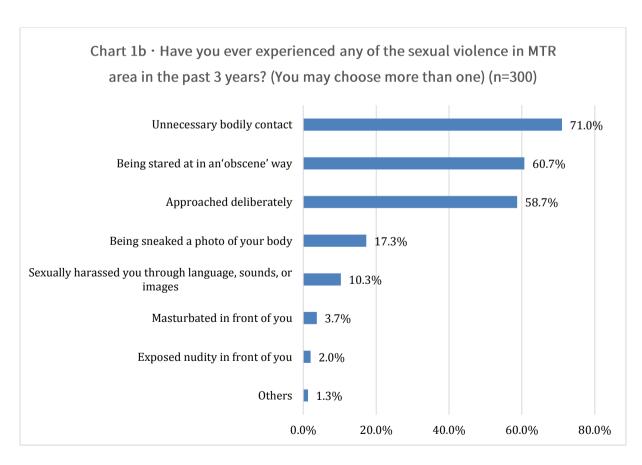
4.9. Increase the number of surveillance cameras

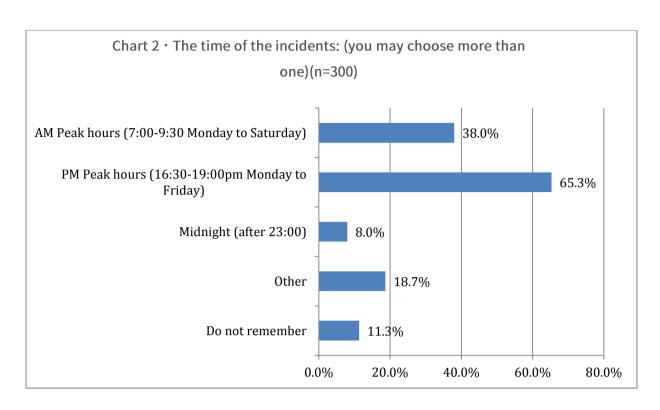
MTR should increase the number of surveillance cameras especially in dim corners, escalators, and corners of staircases, MTR should also consult the public about this act as it concerns privacy rights of the public. However, public consultation is recommended regarding this matter as it may affect public interests.

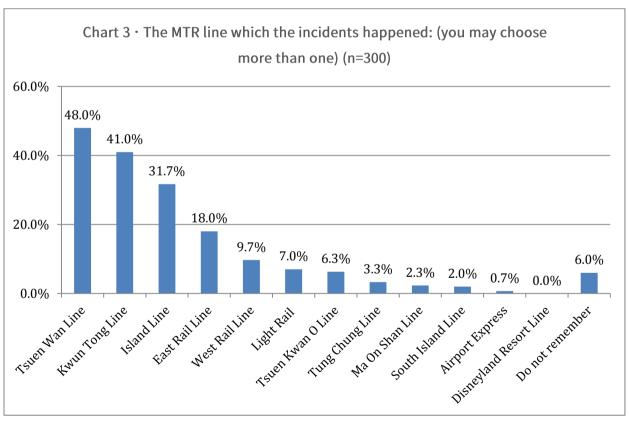
All in all, as MTR is the sole provider of train service in Hong Kong, the Legislative Council and the government should closely monitor its quality of services. It is highly recommended that the Legislative Council and the Government should request MTR to put efforts in preventing and handling sexual violence cases', such as regular feedback collections from passengers, evaluation of existing measures in helping passengers who experience sexual violence. MTR should be requested to submit regular reports of evaluations, which should be also disclosed to the public.

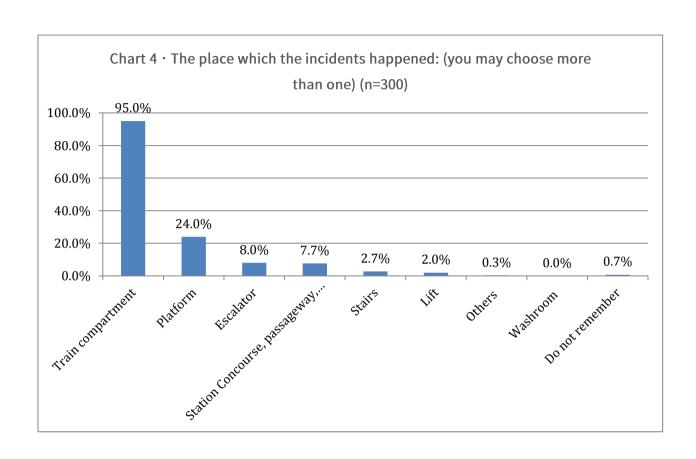
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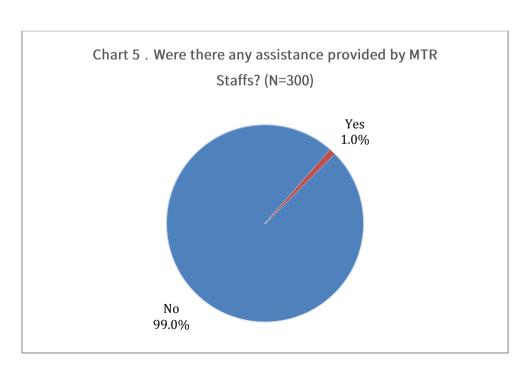


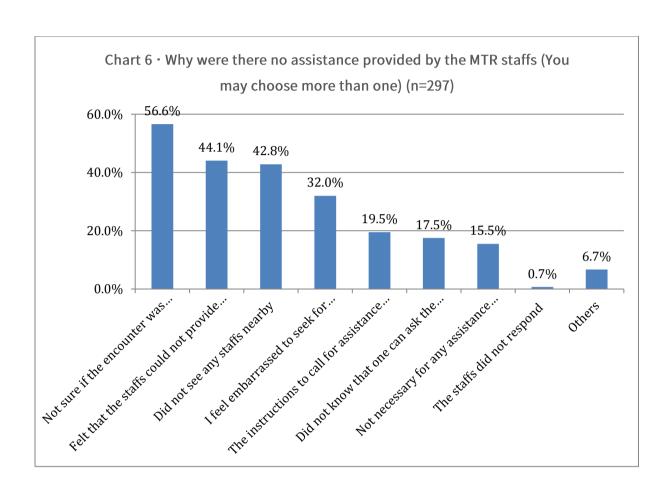




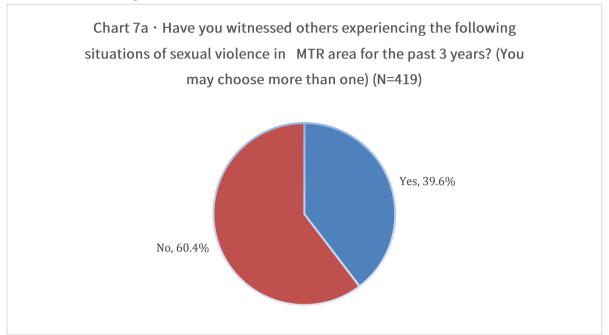


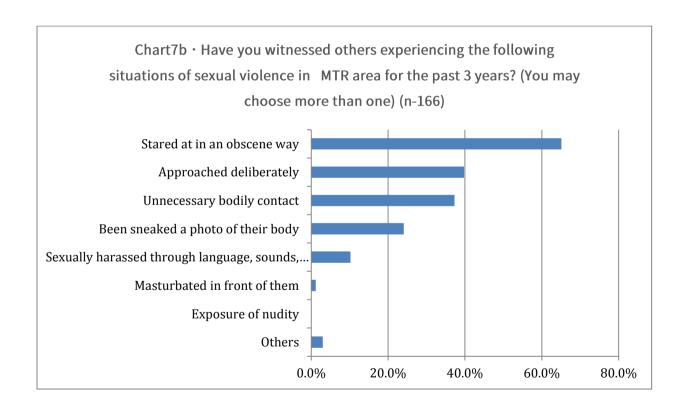


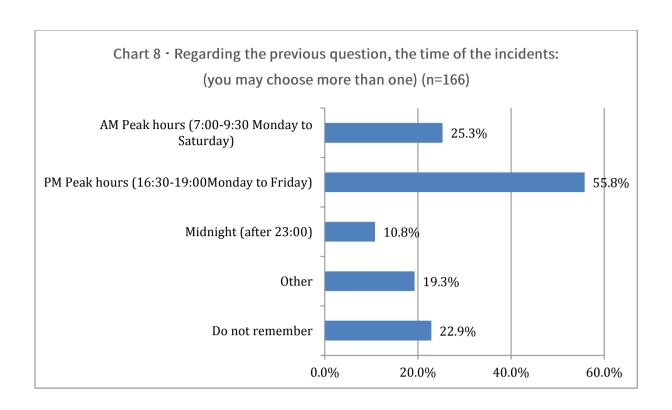


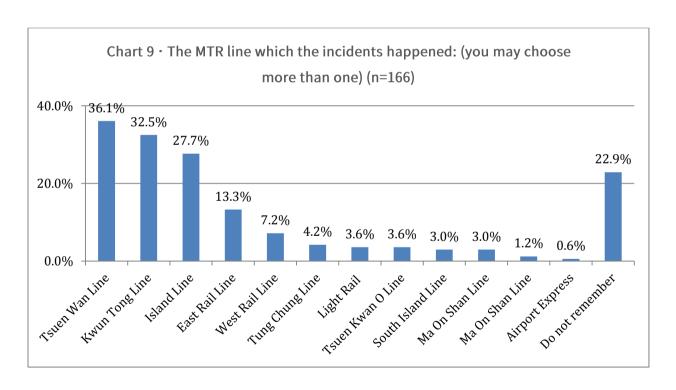


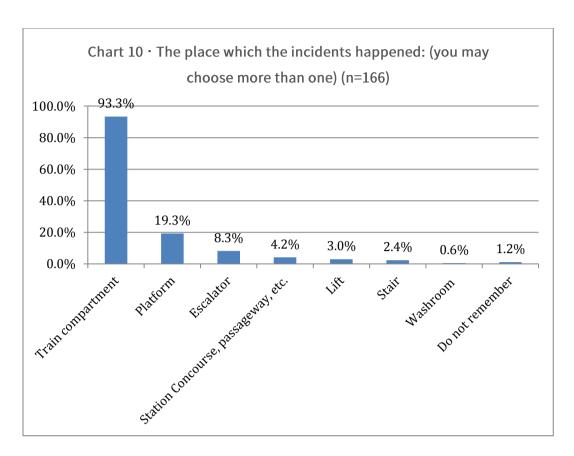
Part 2: Witnessing sexual violence incidents in MTR areas

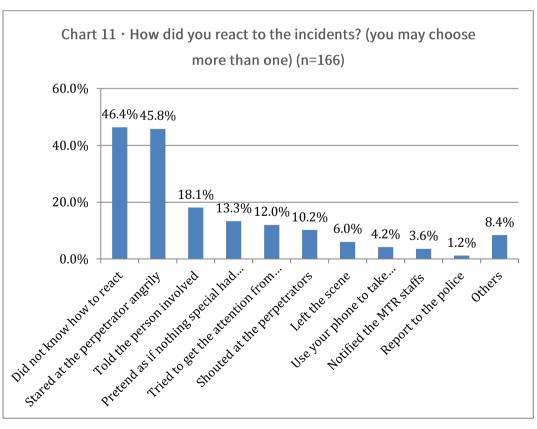


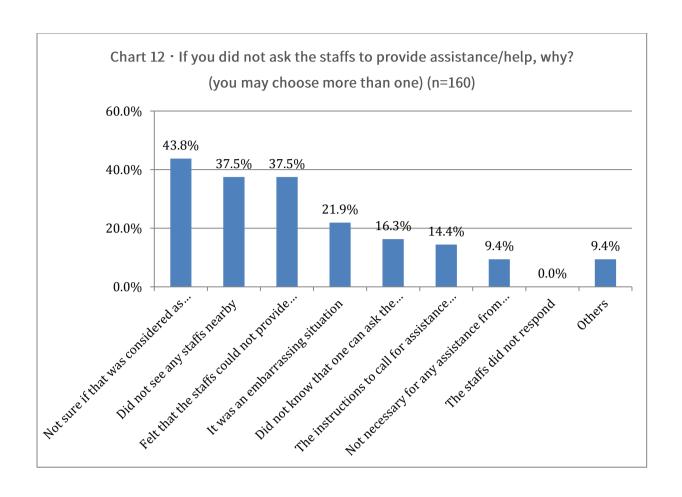




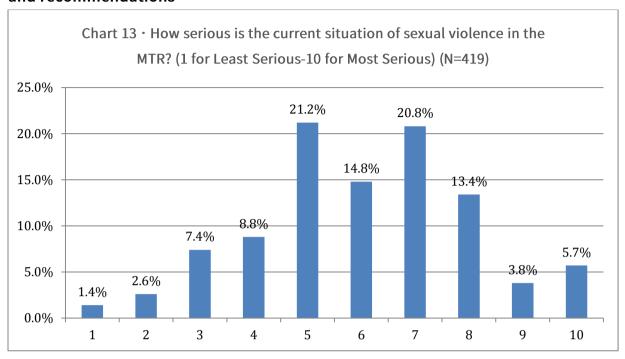


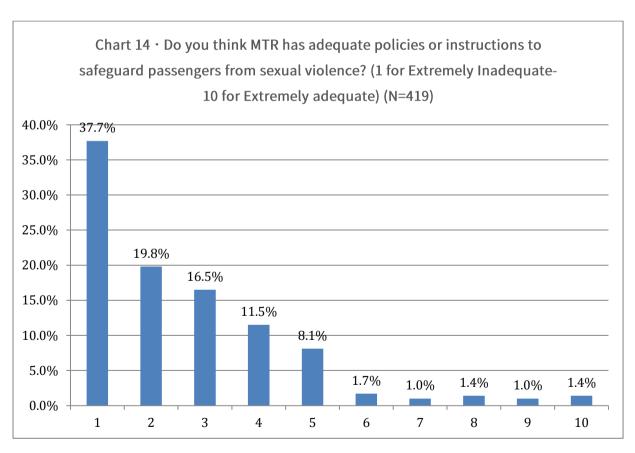


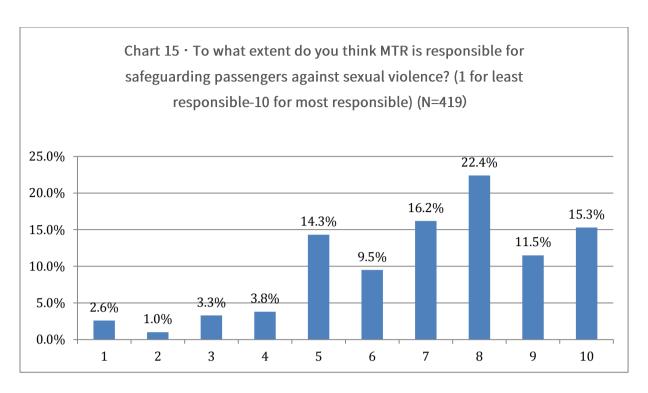


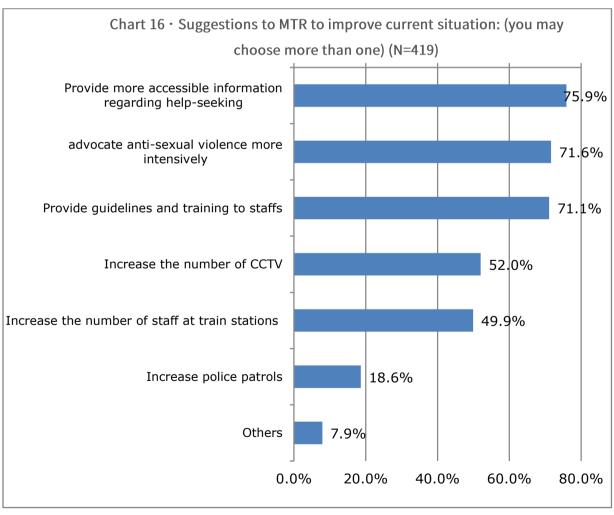


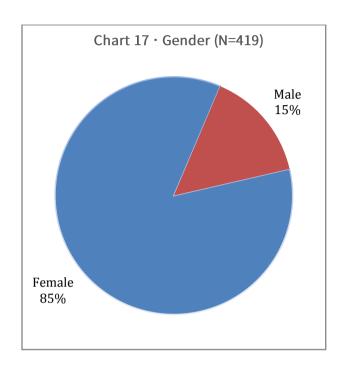
Part 3: Opinions towards MTR's measures on handling sexual violence incidents and recommendations

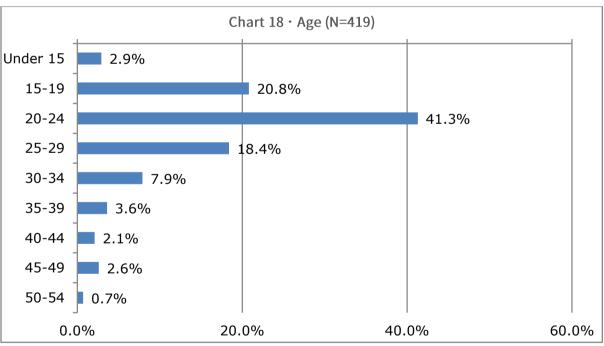












Appendix 2: Japanese railway advertisement about sexual violence









痴漢は犯罪です。率内で異変を感じたら、ぜひ声をあげてください。 「どうしました?」「大丈夫ですか?」その一言で、その勇気で、救われる方がいます。

みんなの勇気と声で痴漢撲滅

駅や電車内で、痴漢被害にあわれた方は駅係員、車掌、警備員または警察官までお知らせください。

Appendix 3: MTR advertisement about clandestine photo-taking 遇罪案 即舉報

回题。 检验 可变是 一掃去片

₩ MTR港鐵

心默生活每一程