



presented by KORAIL

# Strategies against COVID-19 in KORAIL



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# *1. South Korea's policies on COVID 19*

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# Video

Jooyon



## *2. KORAIL's strategies for COVID 19*

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**3 strategies, 6 tasks**

**Goal**

**Assuring the right to travel and safety  
during the coronavirus crisis**

**3  
Strategies**

**"Safe transport"  
Preventive measures in  
stations and trains**

**"Prevention of  
virus from spreading"  
Virus preventive culture**

**"Support for  
government's efforts"  
Overcoming COVID-19**

**6  
Tasks**

**Joint preventive system**

**No virus into railway**

**Social distancing**

**Improving work culture  
& environment**

**Free transport for  
medical volunteers**

**Temporary  
accommodation & sales**

## Joint preventive measures - Collaborative system with the central and local governments

- ▶ KORAIL's COVID-19 task force - communicating with KCDC<sup>1)</sup> on a real time basis
- ▶ Providing mutual information between KORAIL (regarding station shops & trains)  
↔ KCDC (regarding confirmed cases)



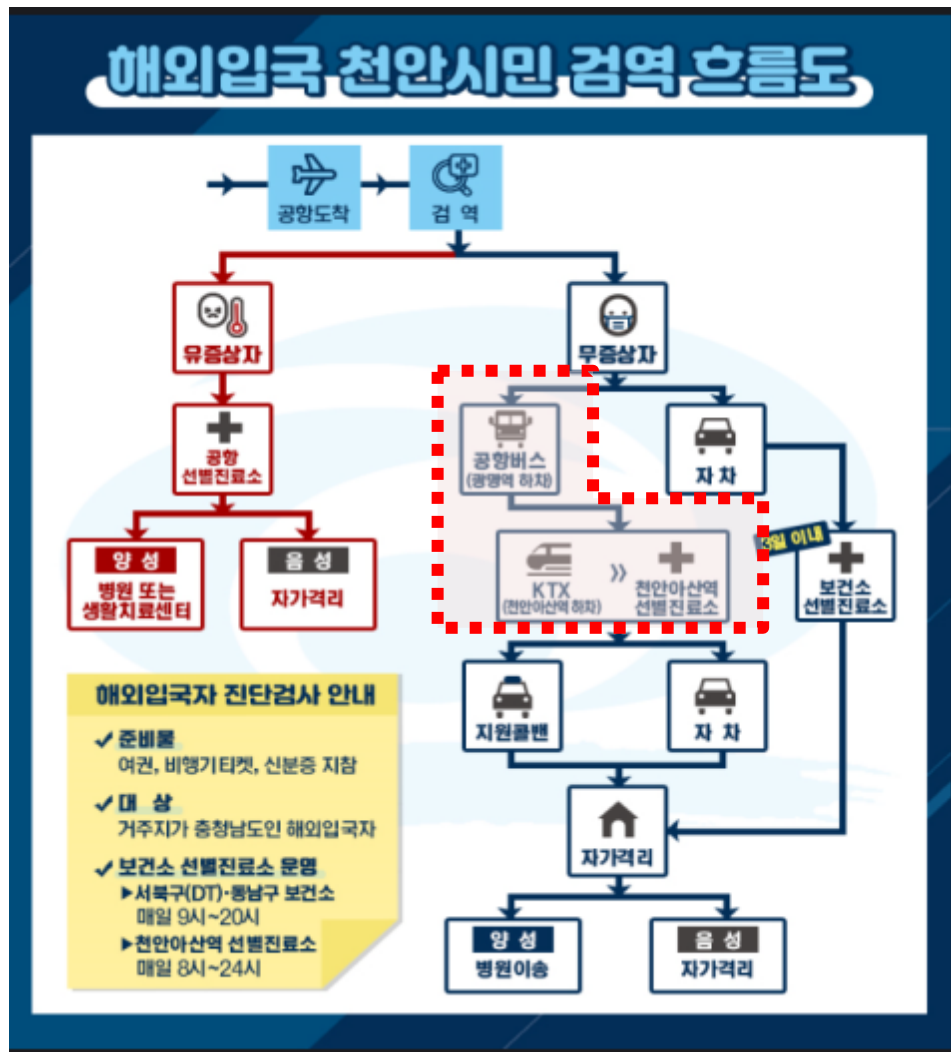
※ Korea Railroad COVID-19 task force



※ Footprint of COVID-19 patients

1) The Korea Centers for Disease Control and Prevention (KCDC)

## Joint preventive measures - Government providing transportation



- ▶ **Airport Inspection** : to All arrivals
  - ⋄ Basic check : Fever, etc.
- ▶ **Transportation** : use their own vehicles, or transportation provided by KORAIL if needed
- ▶ **Selected Testing** : Triage Health Center
  - ⋄ (within 3 days) Testing fee covered by the government
- ▶ **Self-Quarantine** : Test Negative / 2 weeks
  - ⋄ Asymptomatic people / 2 weeks
  - ⋄ Temporary facilities provided by the government if needed.



## Joint preventive measures – Transportation for the overseas arrivals

- ▶ To support separated transport, overseas arrivals can use two exclusive compartments in KTX and airport bus
- ▶ Adding more thermal imaging cameras in the stations and extending operating hours (in cooperation with local governments and 90 stations across the country)
- ▶ Opening temporary COVID-19 testing centers near train stations



## Disinfection of station



∴ Free hand sanitizer



∴ Handrail sanitizing



∴ Gate & turnstile sanitizing



∴ Epidemic Prevention supplies for KORAIL employees



∴ Shoes Sanitizing mat at station



∴ Closed-type ticket counter

## Disinfection of train – KTX (4.5 times a day on average)

Trains and metros (immediately after every trip / 11,200 coaches a day on average)



⋆ Steam sanitizing the train (at depot)

⋆ Sanitizing the train (at final station)



Handrail on corridor



Cabin door



Cabin door button



Toilet door button

⋆ Attaching Anti-biotic films to the train

## Social Distancing - To prevent the infection

- ▶ Keeping passengers apart in the car by **allocating KTX-window seats first**
- ▶ **Adjusting partially KTX operation schedules** to keep social distance



※ Allocating window seats first

### 주말 KTX 일부 운행조정 안내

코로나19 확산 억제를 위한 정부의 사회적거리두기 강화에 따라 오는 28일부터 주말 KTX 운영을 일부 감축합니다.

운영 조정된 열차 정보는 레츠코레일 홈페이지 또는 코레일톡 공지사항에서 확인하시기 바랍니다.

☑ 운영 조정 열차 승차권의 환불 및 변경 시 위약금 없이 환불해 드립니다.

※ (Notice) Adjusting KTX-weekend schedules

## National PR - Strengthening PR and easing public anxiety

- ▶ Displaying images and phrases of KCDC's guidelines to inform passengers (every station)
- ▶ Sharing information & recommendations (on-board display screens, mobile application, posters in stations)



❖ (Poster) Let's overcome COVID-19



❖ (Poster) Recommendations



❖ (Announcement) Safety advertisement

## Employee Protection - Following personal hygiene measures, Avoid off-line meetings, Cancelling gatherings

- ▶ Mandating and providing masks for all employees
- ▶ Checking employees' body temperature twice a day
- ▶ Reducing face-to-face communication → Video conference,  
Recommending written reports, Cancelling all gatherings such as trainings or seminars



※ Mandating face masks in the office



※ Facilitating teleworking and Web conference

## Transportation Support - Providing free train services to medical staff

- ▶ Offering free rides to the medical staff bound for the country's worst-hit regions

## Providing facilities and Supporting face mask distribution

- ▶ Providing KORAIL's Training Center as temporary accommodation for overseas arrivals to quarantine themselves
- ▶ Providing spaces for mask sales in railway stations for free



- ∴ Broadcasting news in pictures :  
"KORAIL's free transportation for medical staff"



- ∴ Providing face mask purchasing places in railway stations for free

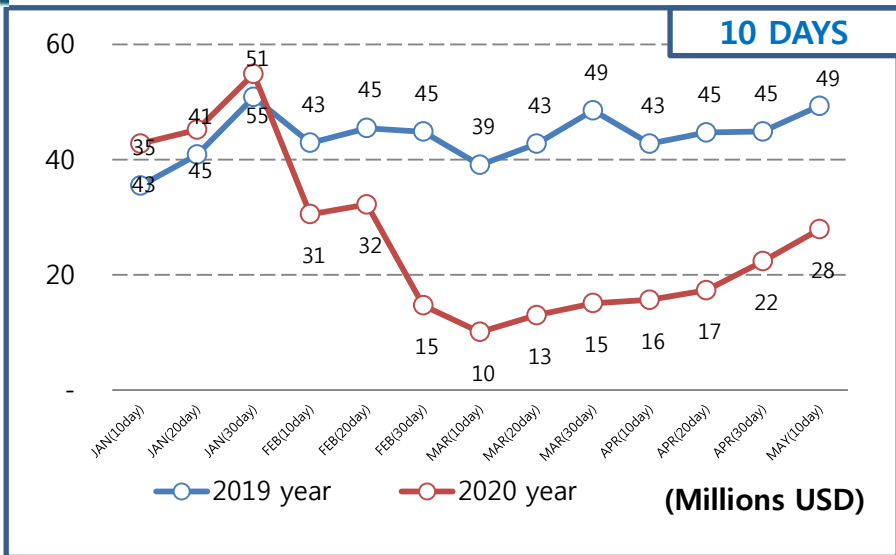


### *3. Current operations and future plan*

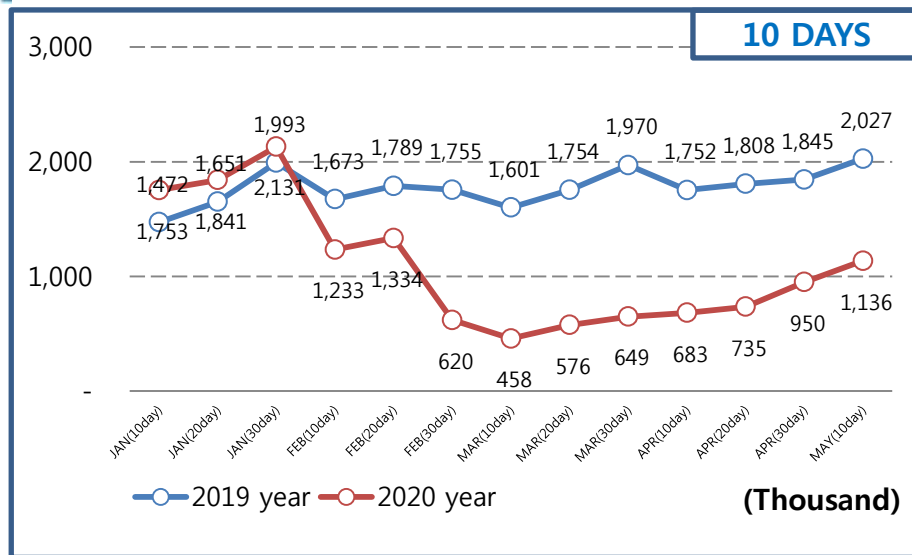
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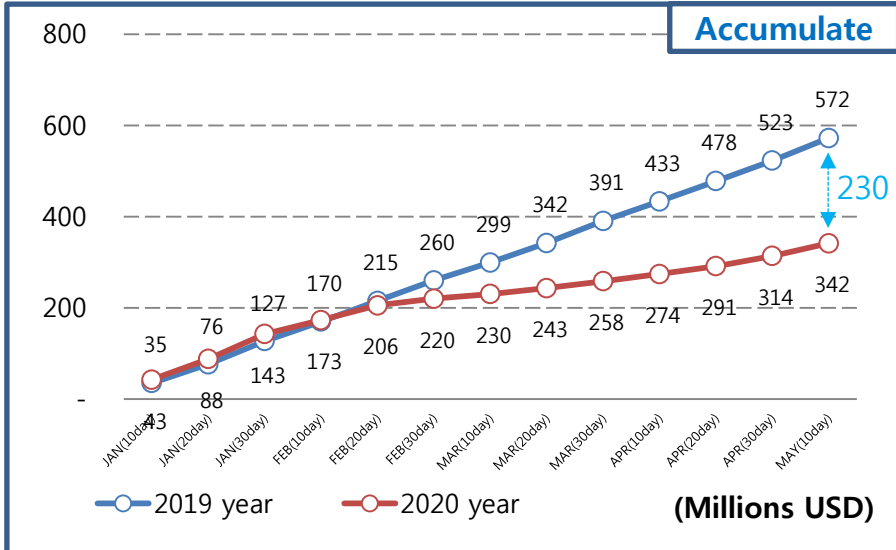
Accumulated operating loss:  $\Delta$  230 M USD ( $\Delta$  40%)



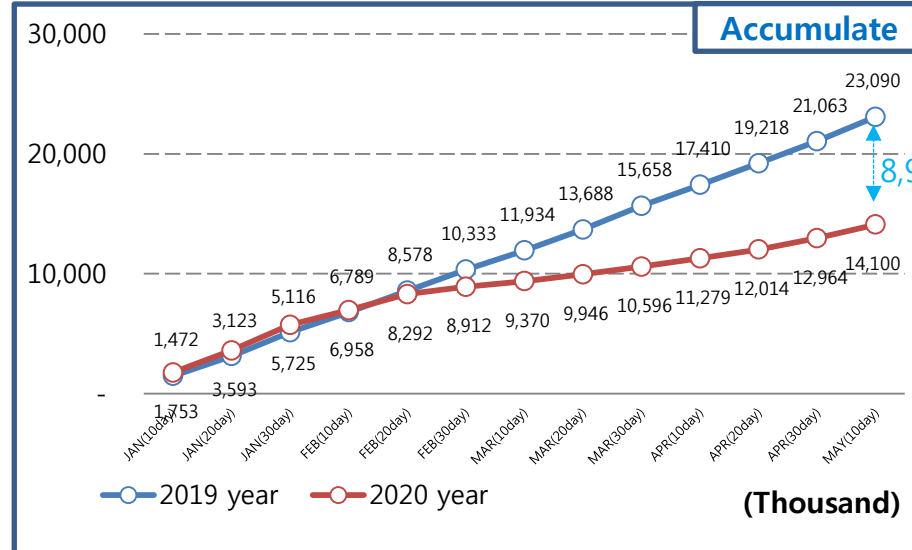
Total KTX passengers:  $\Delta$  8.9 M ( $\Delta$  44%)



Accumulate



Accumulate



Expected loss for 2020:  $\Delta$  368M ( $\Delta$  22%)

## Aid for hard hit small businesses

- ▶ **Shops in station : 20% reduced rents and service fees, no business charges on non-business days**
  - ∴ [Period] Feb ~ Aug, 7 months / [Recipient] 1,382 railway station shops
- ▶ **Small and Medium travel agencies : No cancellation fees and sales commissions**
  - ∴ [Period] Feb ~ Aug, 7 months / [Recipient] 64 partner travel agencies
  - ∴ Expanded retail discounts for seats provided by travel agencies (Maximum 70%), Complimentary advertisement on the banner of KORAIL's website
- ▶ **Small logistic companies : Discount on facility rents, usage fees, and railway transport fares**
  - ∴ No penalty incurred by cancellation of dedicated trains (50% of the agreed fares)
  - ∴ 30% reduced logistic facilities rents & yard fees
- ▶ **Suppliers : No penalty for late delivery, price adjustment in case of increases in spare parts price**
  - ∴ Transition current offline application to online application for bid documents

## Economic revitalization

### ▶ **Marketing strategies : Expanding rail services and discounts during peak season**

- ⋆ Full operation of KTX and tour trains on weekend → more trains running during summer vacation
- ⋆ Up to 50% discounted train tickets for 1 - 3 riders to rebound the demand lost by the outbreak

### ▶ **Promotion : Pan-government joint campaigns and discounts on travel packages**

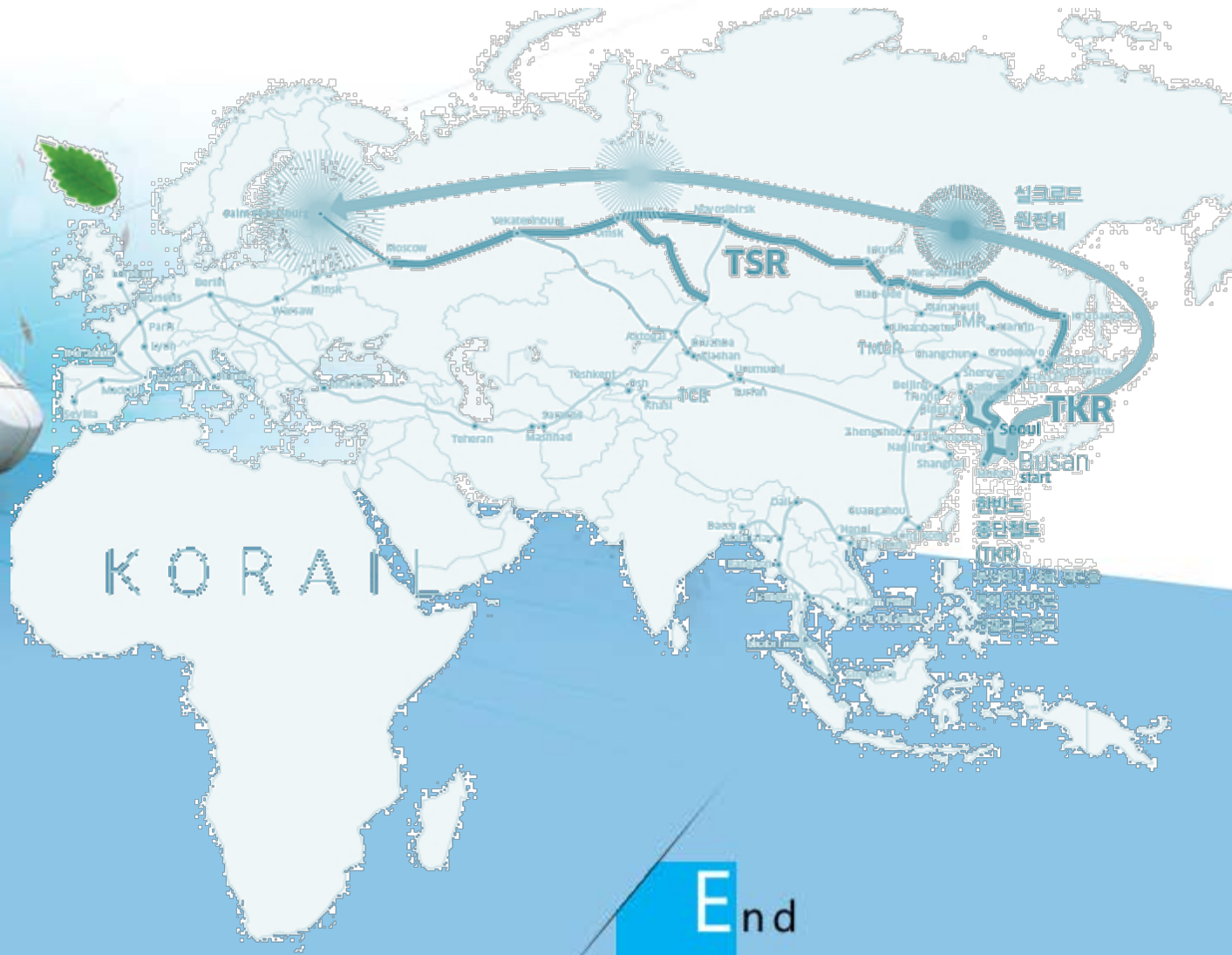
- ⋆ 2020 travel week "Let's explore every corner of South Korea" (pan-government)
- ⋆ Increasing KTX-city tour packages, launching 2020 travel week rail pass, etc.

### ▶ **Other projects : Station area development businesses**

- ⋆ Daejeon station, Kwangwoon Station, Yongsan Station

## Job creation

- ▶ **1,550 regular employees – the largest number among public institutions**
- ▶ **Providing 3,000 temporary jobs in the field of disinfection in trains and stations & telephone helplines**



**Thank you**