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18 June 2026

To: All Registered Lift/Escalator Contractors  
All Registered Lift/Escalator Engineers

Dear Sir/Madam,

### **Circular No. 03/2026**

### **Statistics of Reportable Lift/Escalator Incidents of 2025**

This circular disseminates the statistics of reportable lift/escalator incidents of 2025 for trade practitioners' reference and introduction of appropriate improvement measures. The breakdown figures of the reportable incidents are provided in the attached summary tables.

In 2025, there were 350 reportable lift incidents and 2,765 reportable escalator incidents. The number of reportable lift incidents per 1,000 units in 2025 was 4.5% higher than that in 2024, whereas the escalator incident rate was 3.7% lower compared to 2024. We hope the trade will continue to work together to reduce the incident rates to a lower level in 2026.

Most of the incidents in 2025 were attributable to passenger behavior, such as inattentive collisions with closing or opening lift doors, or loss of balance on escalators. 18 reportable lift incidents and 5 reportable escalator incidents were due to equipment faults, which resulted in 16 injuries. The majority of injuries were caused by differential levelling of lift cars, passenger entrapment due to malfunctioning electrical components of lifts, and unsynchronized speeds between handrails and steps of escalators. There were 6 industrial incidents related to lift works recorded in 2025. In particular, we have grave concern about 2 fatal lift incidents that occurred in July and December 2025. Your continued effort is requested to keep reviewing the work procedures and take necessary measures to enhance the safety awareness of frontline staff and their supervisors.

Closer attention to carrying out lift/escalator works, in particular regarding levelling devices of lifts and handrails of escalators, together with rigorous quality checking can help eliminate those incidents due to equipment failure. At the same time, greater

awareness among the responsible persons (RPs) and users can help lower the number of cases due to passenger behavior. Please help remind your frontline staff to pay attention to lift/escalator works and draw the attention of RPs and users to the safe use of lifts/escalators.

If you have any questions on the subject of this letter, please contact our officer on telephone number 2808 3865.

Yours faithfully,



( Alice Y.W. NG )

for Director of Electrical and Mechanical Services

Encl.

- c.c. The Lift and Escalator Contractors Association
- The Registered Elevator and Escalator Contractors Association Limited
- The International Association of Elevator Engineers (HK-China Branch)
- The Hong Kong Institution of Registered Engineers (Lift & Escalator)
- The Hong Kong General Union of Lift and Escalator Employees

**Table 1 – 2025 Lift Incident Statistics**

Description	Quantity
Total no. of incidents <sup>Note 1</sup>	350
No. of incidents due to equipment fault	18 <sup>Note 2</sup>
No. of injuries due to equipment fault	12
No. of fatalities due to equipment fault	0
No. of incidents due to passenger behavior	239
No. of injuries due to passenger behavior	236
No. of fatalities due to passenger behavior	0
No. of incidents during lift works	6
No. of injuries during lift works	4
No. of fatality during lift works	2 <sup>Note 3</sup>
No. of incidents due to external factor	87
No. of injuries due to external factor	84
No. of fatalities due to external factor	0

**Remarks**

Note 1 The number of incidents is based on the dates when the respective incidents were made known to EMSD.

- Note 2
- (i) Passenger felt unwell after being trapped due to a malfunction of an electrical component **(7 cases)**;
  - (ii) Passenger tripping due to levelling difference of lift car at landing arisen from levelling device malfunction **(8 cases)**;
  - (iii) Passengers felt unwell due to a smoldering incident involving a burnt component in the lift control panel, which allowed smoke to enter the lift car via the air vent **(1 case)**;
  - (iv) Passenger was injured due to a malfunction of the hydraulic system of the lift's braking system, which triggered the brake monitoring system **(1 case)**; and
  - (v) Passenger trapping due to malfunction of a lift component **(1 case)**.

- Note 3
- (i) The deceased was accidentally trapped between the lift cabin and landing sill while working in the lift pit, and was certified dead later.
  - (ii) The deceased was struck by falling object from height while working in the lift pit.

**Table 2 – 2025 Escalator Incident Statistics**

Description	Quantity
Total no. of incidents <sup>Note 4</sup>	2 765
No. of incidents due to equipment fault	5 <sup>Note 5</sup>
No. of injuries due to equipment fault	4
No. of fatality due to equipment fault	0
No. of incidents due to passenger behavior	2 674
No. of injuries due to passenger behavior	2 981
No. of fatality due to passenger behavior	1 <sup>Note 6</sup>
No. of incidents during escalator works	0
No. of injury during escalator works	0
No. of fatality during escalator works	0
No. of incidents due to external factors	86
No. of injuries due to external factors	80
No. of fatality due to external factors	0

**Remarks**

Note 4 The number of incidents is based on the dates when the respective incidents were made known to EMSD.

- Note 5 (i) Unsynchronized handrail operation of an escalator due to malfunction of handrail drive unit **(3 cases)**;
- (ii) Protruded steel wires from the surface of the handrail of an escalator **(1 case)**; and
- (iii) Emergency stop of the escalator due to malfunction of the control relay, resulting in passenger injury **(1 case)**.

Note 6 (i) The deceased lost balance and fell at the inclined section of an ascending escalator.