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EMSD/LESD 7-2/4A Pt II

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27 January 2025

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

Dear Sir/Madam,

Circular No. 1/2025 Statistics of Reportable Lift/Escalator Incidents of 2024

This circular disseminates the statistics of reportable lift/escalator incidents of 2024 for trade practitioners' reference and introduction of appropriate improvement measures. The breakdown figures of the reportable incidents are given in the attached summary tables.

There were 330 reportable lift incidents and 2 809 reportable escalator incidents in 2024. The number of reportable lift incidents per 1 000 lifts in 2024 was 8% lower than that in 2023, while the number of escalator incidents per 100 escalators in 2024 remained at the similar level as compared with the previous years. We hope the trade will continue to join hands to suppress the incident rates to a lower level in 2025. Most of the incidents in 2024 were due to passengers' behaviors such as inattentive collisions with closing/opening doors in lifts or loss of balance on escalators. 11 reportable lift incidents and 6 reportable escalator incidents were due to equipment faults, which resulted in 19 injuries. The majority of injuries were due to differential levelling of the lift cars, unsynchronized speeds between handrails and steps of escalators due to malfunction of handrail drive unit. There were six industrial incidents related to lift works and another three related to escalator works recorded in 2024. In particular, we have grave concern about the fatal escalator incident happened in November 2024. Your continual effort is requested to keep reviewing the works procedure and take necessary measures to enhance the safety awareness of frontline staff and their supervisors.

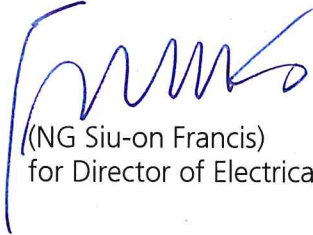
Closer attention in carrying out lift/escalator works, in particular regarding leveling devices of lifts and handrails of escalator, together with quality checking can help eliminate those incidents due to equipment failure, whereas greater awareness of the responsible persons (RPs) and users can help lower the number of cases due to passenger behaviors. Please help remind your frontline staff to pay attention to lift/escalator works and arouse the attention of RPs and users of safe use of lifts/escalators.

We hope the sharing of the incident statistics will alert practitioners to be more attentive and facilitate the trade or relevant interested parties to exert efforts in devising appropriate measures and innovative ideas/solutions for avoiding lift/escalator incidents.

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If you have any questions on the subject of this letter, please contact our officer on telephone number 2808 3174.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'NG Siu-on Francis', written in a cursive style.

(NG Siu-on Francis)
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 – 2024 Lift Incident Statistics

Description	Quantity
Total no. of incidents ^{Note 1}	330
No. of incidents due to equipment fault	11 ^{Note 2}
No. of injuries due to equipment fault	11
No. of fatalities due to equipment fault	0
No. of incidents due to passenger behavior	235
No. of injuries due to passenger behavior	238
No. of fatalities due to passenger behavior	0
No. of incidents during lift works	6
No. of injuries during lift works	7
No. of fatality during lift works	0
No. of incidents due to external factor	78
No. of injuries due to external factor	83
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 tripping due to levelling difference of lift car at landing arisen from leveling device malfunction (8 cases).
 - (ii) Occurrence of unintended car movement due to failure of brake system/ drive control system. (2 cases).
 - (iii) Breakage of suspension ropes of a lift (1 case).

Table 2 – 2024 Escalator Incident Statistics

Description	Quantity
Total no. of incidents ^{Note 1}	2 809
No. of incidents due to equipment fault	6 ^{Note 2}
No. of injuries due to equipment fault	8
No. of fatalities due to equipment fault	0
No. of incidents due to passenger behavior	2 695
No. of injuries due to passenger behavior	2 885
No. of fatalities due to passenger behavior	0
No. of incidents during escalator works	3
No. of injuries during escalator works	2
No. of fatalities during escalator works	1 ^{Note 3}
No. of incidents due to external factor	105
No. of injuries due to external factor	110
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) Unsynchronized handrail operation of an escalator due to malfunction of handrail drive unit (4 cases).

(ii) Smoldering on the brake lining due to poor adjustment of brake mechanism (1 case).

(iii) Emergency stop of the escalator due to insufficient tension of motor drive chain resulting in passenger injury (1 case).

Note 3 A general worker was found accidentally trapped under the landing plate of the escalator during the escalator work and was reported death.