MEDIA RELEASE

BCA Has Introduced an Escalator Safety Playbook to Help Industry Stakeholders Strengthen Safety Awareness and Promote Safer Escalator Use

- *Simple precautions can help prevent escalator incidents and injuries; BCA urges everyone to put safety first on escalators, and reminds escalator owners and managing agents to ensure proper maintenance.*
- *Seniors aged 60 and above accounted for around 60% of reported incidents between January and September 2026; family and companions can help look out for them.*
- *Most reported incidents occurred at busy locations such as MRT stations and shopping malls, where users are encouraged to take extra care.*

Singapore, 20 November 2026 – Safety must come first every time we step on an escalator. The Building and Construction Authority (BCA) urges members of the public to observe simple precautions, such as holding on to the handrail and taking the lift when carrying bulky items, to help prevent incidents and injuries. Based on BCA's escalator incident figures, of the 745 incidents reported between January and September 2026, 97% (726 cases) involved factors related to how escalators were being used, consistent with trends observed over the past two years. These findings underscore the importance of continued public education on safe escalator use, alongside efforts by escalator owners and managing agents to ensure that escalators are properly maintained.

Looking out for seniors on escalators

2 Seniors aged 60 and above accounted for around 60% of reported escalator incidents, followed by those aged 10 to 59 (34%), then children aged 9 and below (6%). The most common contributing factors were not holding onto the handrail or moving while on the escalators (22%), carrying bulky items such as prams, luggage and shopping trolleys (19%), and not having a firm footing on the escalators (11%). Incidents can happen to anyone, and a few simple precautions can make a real difference: holding on to the handrail, standing firmly within the yellow lines, and using the lift when carrying bulky items. Family members and companions can also play a part by offering

assistance to seniors and young children when using escalators. A breakdown of the common contributing factors is provided in Annex A.

Taking extra care at busy locations

3 Most reported escalator incidents occurred at MRT stations (69%) and shopping malls (23%), which together accounted for 92% of all reported incidents. These locations generally experience high pedestrian volumes and cater to users of different age groups and mobility needs. The remaining 8% of incidents occurred at other public venues. With the festive season approaching and pedestrian traffic expected to increase, BCA encourages everyone to take extra care when using escalators, including holding on to the handrail and ensuring a firm footing. Members of the public can refer to Annex B for BCA's advisory on the safe use of escalators.

Ongoing collaboration with industry to strengthen escalator safety

4 Escalator safety is a shared responsibility. While escalators are equipped with safety features to minimise risks, safe escalator journeys depend on both users observing safety precautions and escalator owners and managing agents ensuring that escalators are properly inspected and maintained. Under the Building Control (Fixed Installations) Regulations 2025, escalator owners are required to ensure that their escalators undergo the prescribed inspections, testing and maintenance. Where an escalator is found to pose a safety risk, it must be taken out of service until the necessary rectification works have been completed and it is safe to resume operation. Incidents involving injuries and critical faults in escalator safety equipment must also be reported to BCA in accordance with the applicable regulatory requirements.

5 BCA continues to work with industry stakeholders to strengthen escalator safety through the adoption of safety solutions and public education initiatives. Industry players have also initiated outreach efforts to engage commuters and promote safer escalator use. These include escalator

safety workshops jointly organised by escalator manufacturers and mall operators, with BCA's support, to raise awareness of safe escalator practices.

Launch of Escalator Safety Playbook for industry stakeholders

6 To support these efforts, BCA has developed an Escalator Safety Playbook (details in Annex C) which provides escalator owners, managing agents and manufacturers with practical guidance and good practices to promote safer escalator use. The playbook includes recommended measures to strengthen safety awareness and support safe escalator use at various premises. It has been distributed to escalator owners and is available on BCA's website at go.gov.sg/escalator-safety. BCA encourages industry stakeholders to adopt the recommended measures as part of their ongoing efforts to improve escalator safety.

7 Mr Teo Orh Hai, Group Director, Electrical and Mechanical Engineering Group, BCA, said: "Our priority is to prevent escalator incidents and injuries. Escalators in Singapore are equipped with safety features and are subject to regulatory requirements for inspection and maintenance, but keeping escalator journeys safe requires everyone to play their part. We encourage users to take simple precautions, such as holding on to the handrail, keeping a firm footing, and taking the lift when carrying bulky items. Let us also look out for the seniors and young children travelling with us. At the same time, escalator owners and managing agents must ensure that their escalators are properly inspected and maintained. By working together, we can make escalator journeys safe for everyone."

Annex A – Breakdown of Reported Escalator Incidents by Contributing Factor

Annex B – BCA Advisory on Using Escalators Safely

Annex C – BCA's Escalator Safety Playbook for Industry Stakeholders

About BCA

The Building and Construction Authority (BCA) champions the development and transformation of the built environment sector, in order to improve Singapore's living environment. BCA oversees areas such as safety, quality, inclusiveness, sustainability and productivity, all of which, together with our stakeholders and industry partners, help to achieve our mission to transform the Built Environment sector and shape a liveable and smart built environment for Singapore. For more information, visit www.bca.gov.sg.