Annex A: Breakdown of Reported Escalator Incidents by Contributing Factor

Data from January to September 2026

Contributing Factor	**Estimated % of User-Related Incidents**
Not holding the handrail or walking while on escalator	22 %
Carrying bulky items (e.g. shopping trolleys, prams or luggage)	19 %
Not maintaining a firm footing (e.g. standing with feet across two steps)	11 %
User's physical conditions (e.g. feeling unwell)	11 %
Not paying attention (e.g. mobile phone use)	9 %
Entrapment of footwear, clothing or body parts	6 %