

A. Background

The Equal Opportunities Commission (EOC) is committed to promoting equal opportunities and eliminating discrimination. We believe equal access to different premises is essential for everyone to fully participate in society.

The EOC launched the first Universal Design Award Scheme (UDAS) in year 2024/25, aiming to recognise companies and organisations that excel in implementing universal design principles and encourage the broader adoption of universal design for people of all abilities.

The EOC has compiled a list of good practices and areas for improvement based on observations from different premises under the first UDAS along with relevant recommendations in the form of “Points to Note” for reference. This initiative aims to help different sectors in society understand how to further enhance their universal design provisions, services, and environments. Building on the enthusiastic support from various sectors for the first UDAS, the EOC is introducing the UDAS 2026/27 with two new application categories and two new award categories to motivate more public and private organisations in building an accessible Hong Kong, collaborating and supporting users with diverse needs to access different premises and enjoy the goods, services and facilities independently.

Previous awardees are encouraged to participate in the UDAS 2026/27 to continue striving for higher levels of recognition, while new applicants are invited to share their good practices with the public through the UDAS 2026/27.

B. Objectives



To enhance public awareness and understanding of the importance of universal design (UD) principles by promoting the benefits of adopting UD in buildings and infrastructure to create an inclusive and enabling environment.



To recognise and honour organisations which have integrated UD principles and practices both inside and outside their premises so as to motivate other organisations in starting and continuing their efforts in increasing accessibility for all.



To provide a platform for sharing of good practices and innovative approaches in creating an inclusive environment with a wider community so as to foster innovation and excellence in UD.



To encourage organisations that face challenges in achieving universal accessibility now to show their commitment in implementing actionable goals.

C. What is Universal Design?

Universal design incorporates the concept of inclusivity and considering the needs of different people from the very beginning of the design process so that everyone can share the design outcomes, without the need for modifications or special designs to accommodate the needs of disadvantaged groups.

Seven Principles of Universal Design¹

Equitable Use

Provide both ramp and stairs at entrance for different users



Flexibility in Use

Height-adjustable table to suit people with different heights



Simple and Intuitive Use

Use pictograms to support text



Size and Space for Approach and Use

Provide gates with different width so that wheelchairs users and people with mobility aids can pass through easily



Perceptible Information

Add braille markings to lift buttons



Low Physical Effort

Install automatic door with sensor



Tolerance for Error

Provide enough space for user to turn around



[1] North Carolina State University (1997). The Principles of Universal Design. Retrieved from: <https://design.ncsu.edu/research/center-for-universal-design/>

D. Eligibility

1. Applicant

Commercial enterprises, Non-profit-making organisations, and Government departments and public bodies from the public or private sector are welcome to apply for the UDAS. Applicants should own, manage or occupy premises situated in Hong Kong in the following capacities:

- Property Owner
- Developer
- Property Management Company
- Owners' Corporation
- Occupant / Tenant

i. Commercial enterprises:

Sole proprietors, partnerships or companies must possess a valid certificate of incorporation, a certificate of registration of a limited partnership (in the case of a limited partnership fund) and/or business registration certificate, and other incorporation documents as applicable.

ii. Non-profit-making organisations:

- Chambers of commerce
- Professional bodies
- Non-governmental organisations (NGO), clubs and associations, either registered as a society under the Societies Ordinance (Cap. 151) or incorporated under the Companies Ordinance (Cap. 622)
- Charitable institutions exempted from tax under Section 88 of the Inland Revenue Ordinance (Cap. 112)
- Owners' Corporation registered under the Building Management Ordinance (Cap. 344)
- Local Institutions of Higher Education, meaning
 - (i) approved Post-secondary Colleges registered under the Post Secondary Colleges Ordinance (Cap. 320);
 - (ii) Post-secondary institutions registered under Education Ordinance (Cap. 493);
 - (iii) University Grants Committee-funded Universities and their Self-financing Arms;
 - (iv) Other post-secondary institutions providing locally-accredited degree/ sub-degree courses; and/or
 - (v) Member Institutions of Vocational Training Council.

The above Applicants must possess a valid certificate of registration and/or other supporting documents as applicable.

iii. Government departments and public bodies

2. Application Categories

The UDAS has seven Application Categories as follows:

	Application Categories	Examples of Premises	Examples of Potential Applicants
1	Shopping Malls and Retail Spaces	<ul style="list-style-type: none"> Shopping Malls of all size Shops inside a shopping mall or street-level shops (街舖) 	<ul style="list-style-type: none"> Developer Property Management Company Property owner (e.g., shops owning the retail space) Occupant/tenant (e.g., shops leasing the retail space)
2	Office Buildings and Office Spaces	<ul style="list-style-type: none"> Office Buildings of all size Office area owned or rented by small and medium enterprises (SME) or larger companies 	<ul style="list-style-type: none"> Developer Property Management Company Property owner Occupant/tenant (e.g., businesses, NGOs, government/public bodies leasing the office space)
3	Restaurants	<ul style="list-style-type: none"> Branches of restaurant chain Chinese restaurants Cha chaan teng (茶餐廳) Noodle Shops (粉麵店) 	<ul style="list-style-type: none"> Property owner (e.g., restaurant operators owning the premises) Occupant/tenant (e.g., restaurant operators leasing the premises)
4	Buildings and Sites with Recreational, Sports or Cultural Purposes	<ul style="list-style-type: none"> Private: cinemas, private clubs, theme parks Public: Sports centres, libraries, museums, theatres Non-profit-making organisations' centres for members' activities 	<ul style="list-style-type: none"> Property owner (e.g., Government owning the public parks; recreational clubs owning the club premises) Occupant/tenant (e.g., a NGO leasing the cultural and recreational premises)
5	Revitalised Sites	<ul style="list-style-type: none"> All kinds of revitalisation project for historic buildings 	<ul style="list-style-type: none"> Developer Property owner (e.g., social enterprises owning the revitalised site) Occupant/tenant (e.g., NGO managing leasing the premises)

	Application Categories	Examples of Premises	Examples of Potential Applicants
6	Public and Private Residential Buildings 	<ul style="list-style-type: none"> • Private housing estates • Private residential buildings • Public housing estates (including rental estates of Hong Kong Housing Authority (HKHA) and Hong Kong Housing Society (HKHS)) • Subsidised sale housing estates (including Home Ownership Scheme estates, residential projects of HKHS, self-developed residential projects of the Urban Renewal Authority) • Light Public Housing by the Housing Bureau • Youth hostels under the Youth Hostel Scheme by the Home and Youth Affairs Bureau • Domestic part of composite buildings 	<ul style="list-style-type: none"> • Developer • Property Management Company • Owners' Corporation • Property owner (e.g., HKHA, HKHS)
7	Higher Education Institutions 	<ul style="list-style-type: none"> • Entire campus • Academic buildings • Student amenities centre • Sports Complex • Student hostels and staff residence 	<ul style="list-style-type: none"> • Universities • Post-secondary institutions

Points to note:

1. The above examples of premises and potential applicants are non-exhaustive.
2. Each application is based on the company name and/or business name and address of relevant premises.
3. The subject premises of an application shall be fully or partially in operation on or before the application deadline. For premises which are not in full operation, applicants can submit an application specifically for the area that is in operation. Self-assessment and site audit will be based on the facilities and services provided in such area.
4. Each application shall pertain to one Application Category only.
5. Applications for Residential Buildings should be submitted with a minimum of one building as an application unit. Applications pertaining to individual flats as an application unit will not be accepted. If the application unit is a housing estate, only one application for it is necessary. Individual applications for each building of the housing estate are not required.
6. Higher Education Institutions can submit multiple applications covering different application units, such as the entire campus, one of the campuses (if there are more than one), an individual college, department, building, office, accommodation facilities or recreational facilities, etc.

7. Companies or organisations which own, manage or occupy multiple premises may submit multiple applications for each of the relevant premises.
8. Joint application for the same premises by multiple applicants is allowed, but a primary applicant must be identified and be responsible for matters related to the application. Examples of joint application include (i) an application jointly made by a property owner and a property management company of the same premises, (ii) an application jointly made by a Government department and a developer regarding a collaborative project to enhance accessibility inside and outside the premises by providing pedestrian walkways, footbridges, public access or lifts accessible to the public.
9. For a larger site with multiple occupants/tenants, each occupant/tenant may submit their own application under the applicable Application Category.

Application examples:

Restaurant A and Clothing Store B are both tenants in Shopping Mall C. All three entities are welcome to submit separate applications. As a restaurant operator, Restaurant A may make one application for UDAS under the “Restaurant” category. Both Clothing Store B and Shopping Mall C may apply individually under the “Shopping Malls and Retail Spaces” category. The housing estate D above Shopping Mall C can submit a separate application under the “Public and Private Residential Buildings” category.

E. Assessment Process

Self-assessment October 2025 - March 2026

Complete the self-assessment checklist on the application form and describe innovative or special designs and services (if any)

Random Site Audits October 2025 - May 2026

Random site audits by the EOC

Selection by Judging Panel July 2026

Applications will be shortlisted based on the self-assessment and site audit results for the Judging Panel to select awardees

Award Ceremony October or November 2026

Awardees may be invited to share their good practices at the Award Ceremony

F. Assessment Criteria

1. Self-assessment

Please refer to <https://www.eoc.org.hk/en/udas/application/criteria> for the Self-assessment Checklist for this round.

A. Number of Universal Design Provisions (around 150 points in total)

i. A comprehensive Self-assessment Checklist covering 10 sections with around 150 items will be provided. Applicants are required to check off the list based on availability of accessible facilities or services within the premises.

ii. There are two mandatory items in the self-assessment:

- Allow access of guide dogs
- Provide means of access for wheelchair users, such as
 - o having step-free or levelled entrance/exit and/or
 - o providing either portable or built-in ramp and/or
 - o providing stair climbing machine or stair lift and/or
 - o reachable via lift and/or
 - o having door thresholds lower than 15 mm in height and bevelled to facilitate passage of wheelchairs

Note: For applications using a housing estate as an application unit, all common areas and shared facilities of the estate (e.g., podiums, lobbies, lifts, gardens, playgrounds, clubhouses and other estate amenities) must fulfil the above criteria.

iii. Applicants can also describe their innovative or special design(s) and service(s) to enhance the experience of different users to showcase their good practices.

iv. Applicants are highly encouraged to submit photos or videos visualising the universal design provisions in the premises for the Judging Panel to consider.

Bonus Points (A maximum total of 30 points)

Applicants may earn bonus points in the following ways:

B. Items on the Self-assessment Checklist that align with the strategic goals of the EOC (A maximum total of 14 points)

Each item on the Self-assessment Checklist that meets the strategic goals of the EOC may receive 1 bonus point. Please refer to the Self-assessment Checklist for details.

C. Enhancing employee awareness and sensitivity - Participation in the training courses organised by the EOC (A maximum total of 10 points)

Applicants who completed one of the following types of courses between 1 April 2025 and 30 June 2026, and provide proof of registration and attendance or signed training contract with the EOC, will receive 10 bonus points.

Type 1) Calendar Training Programme

- “Access for all under the Anti-discrimination Ordinances”

Type 2) Customised Training Programme

- Customised training programme related to accessibility or “Embracing Diversity, Equality and Inclusion in the Workplace”

For information of the training programmes, please refer to <https://www.eoc.org.hk/training.html>

D. Harnessing positive momentum - Successful referral of other premises (A maximum total of 3 points)

- Successfully referring other premises to participate in the UDAS, thereby encouraging more industry professionals to promote the creation of accessible environment, will earn 3 bonus points. Contact information for the referred premises and their representatives must be provided.

E. Promoting change in organisational culture - Awardees of the Caring Employer Medal 2025 jointly organised by Diverse Abilities · Inclusive Workplace Recognition Scheme of the Labour and Welfare Bureau and Jockey Club Collaborative Project for Inclusive Employment (3 points)

- Please submit the copy of award certificate or awardee list as proof.



2. Random Site Audits

Random site audits will be conducted by the EOC to verify and stock-take the UD provisions in different premises. Unless visits to the premises require prior registration, random site audits will be conducted without prior notice.

Photos and videos submitted during the self-assessment process or taken during site audit may be showcased in the Judging process, Award Ceremony or EOC’s promotional materials if appropriate. Photos and videos collected during the self-assessment and site audits will be used solely for the judging and promotional purposes of the UDAS.

G. Categories of Award and Judging Criteria

Each of the awarded premises will be presented with an electronic UDAS decal and a Certificate of Award.

1. All Applicants

Larger Premises: Shopping Malls, Office Buildings, Buildings and Sites with Recreational, Sports or Cultural Purposes, Revitalised Sites, Public and Private Residential Buildings and Higher Education Institutions

Smaller Premises: Retail Spaces, Office Spaces, Restaurants

Award	Points (A+B+C+D+E)		Additional Information	Judging Criteria
	Larger Premises	Smaller Premises		
Bronze	30-49 points	20-29 points	/	/
Silver	50-69 points	30-44 points	At least 8 photos or videos, each with text description	/
Gold	70 points or above	45 points or above	At least 15 photos or videos, each with text description	Obtaining 60 marks or above in the below Marking Scheme. Scoring will be conducted by the Judging Panel
Special Recognition	Meeting the criteria for Silver or Gold Award		Competing for Silver Award: at least 7 additional photos or videos must be submitted, 15 in total	With excellent UD provisions and fulfilling the below marking scheme, as deemed by the Judging Panel
			Competing for Gold Award: additional information submitted for Gold Award may be used	

Judging Criteria for Gold Award and Special Recognition Award

- Description of facilities or services provided in the premises covering the dimensions specified in the marking scheme. Supporting materials such as photos, videos, text description, etc. of the premises are required for the Judging Panel to consider.

Judging Criteria	Attributes	Weighting (%)
Spectrum of users	The premises provide different kinds of facilities, services and perceptible information that can cater the needs of a wide range of users.	30
Equitable use	The design of the premises provides the same means of use for the widest spectrum of users and avoids segregating or stigmatising any users by minimising labelling of disability, elderly, etc.	20
Safety and low physical effort	The facilities in the premises can be used safely, and with low physical effort.	20
Overall accessibility	The design of the premises provides the same means of use for the widest spectrum of users and avoids segregating or stigmatising any users by minimising labelling of disability, elderly, etc.	20
Innovation	The design or services of the premises are considered innovative, or in sync with accessible technology, whether in the design, architectural or information technology field, service industry or society.	10

2. Award-winning Premises of the UDAS 2024/25

- **Double Gold Award** 🏆

For premises that have received the Gold Award in the first UDAS, if a fresh application for the UDAS 2026/27 is made and it meets the judging criteria of the Gold Award, it will receive the Double Gold Award.

- **Continuous Improvement Award** 🏆

All award-winning premises of the first UDAS are eligible to compete for this award. Applicants must submit at least 15 photos or videos, each with text description explaining the efforts made to improve the accessibility since the last UDAS, as well as before-and-after comparisons. Measures may include facility upgrades, staff training, company policies, etc., supported by relevant photos or documents (such as letter of appreciation from customers). The Judging Panel will select the awardee(s) based on the following judging criteria.

Judging Criteria for Continuous Improvement Award

- Description of facilities or services provided in the premises covering the dimensions specified in the marking scheme. Supporting materials such as photos, videos, description of the improvements, etc. of the premises are required for the Judging Panel to consider.

Judging Criteria	Attributes	Weighting (%)
Demonstrated Improvement	Before-and-after comparisons showing the impact of changes on accessibility	30
Innovation	The design or services of the premises are considered innovative, or in sync with accessible technology, whether in the design, architectural or information technology field, service industry or society.	20
Spectrum of Users Benefitted	Identify and describe the diverse range of users who have benefited from the improvements (e.g., letter of appreciation)	20
Effectiveness	How well did this improvement answer to the needs of users and enhance their overall experience. (e.g., Feedback, testimonials and compliments from users regarding the improvements.)	20
Sustainability	The improved measures are sustainable, not only having short-term impact, but also being usable for a long time. There should be consideration of long-term benefits and maintenance of design solutions.	10

Examples of improvement on accessibility

- Installation of automatic door(s) at other entrance(s) in addition to the main entrance.
- Installation of automatic fall detection alarm systems in toilets, using innovative technology to enhance the safety of users.
- Provision of audio description services for recorded videos/performances, enabling persons with visual impairment to enjoy.
- Provision of live captioning through artificial intelligence technology, enabling persons with hearing impairment participate in activities.

Judging Panel

- One to two Judging Panel(s) will be formed for each application category. The composition of the Judging Panel includes representatives from the EOC Board, Government departments and public bodies, professional associations and non-governmental organisations.
- The EOC will take all necessary precautions to ensure a fair judging process. Declaration of a conflict of interest for judges will be in place to ensure fairness during the process.
- The decision of the Judging Panel will be made based on the information submitted by the applicants and information gathered by the EOC before the judging process.
- Awards will be given only if the Judging Panel is satisfied that the UD provisions of the premises meet the judging criteria and are commendable. The Judging Panel reserves the right to withhold any or all of the awards.
- The decision of the Judging Panel will be final and absolute.
- The EOC reserves all rights to matters relating to the UDAS including the judging criteria.

H. Key Dates

10 October 2025	Open for Application
17 October 2025	Briefing Session I
12 November 2025	Briefing Session II
28 November 2025	Briefing Session III cum EO Club event
12 December 2025	Briefing Session IV
14 January 2026	Briefing Session V
31 March 2026	Application Deadline
October 2025 to May 2026	Random Site Audits
July 2026	Selection by Judging Panels
September to October 2026	Results Announcement
October or November 2026	Award Presentation Ceremony

Award Presentation Ceremony

The Award Presentation Ceremony will be held in October or November 2026 (date to be confirmed). Award winners should actively participate in the Award Presentation Ceremony and all publicity activities to share their good practices.

I. Universal Accessibility Pledge

To encourage premises which encounter hardships in retrofitting existing facilities to meet accessibility standards, the Universal Accessibility Pledge (UA Pledge) is introduced for these premises to show their commitment in actualising an enabling environment. In addition, premises that are not eligible for applying for the Award are also welcome to join the UA Pledge and share their innovative design(s) (if any) with wider community. For details, please refer to our website at <https://www.eoc.org.hk/en/udas/application/UA-pledge>.

J. Application Method

- Interested parties can submit their applications to the EOC through any of the following methods:
 - o By online application: <https://www.eoc.org.hk/en/udas/application/application-form>
 - o Fill out the application form and send to EOC by email: udas@eoc.org.hk
- Applicants should ensure that all information provided in the application form is true and accurate.
- Please submit additional information using the file format provided by the EOC. The attachment size for each email must not exceed 10MB; otherwise, the EOC may be unable to receive and process the application. If the attachment size exceeds this limit, please provide a download link.
- Applicants will receive a confirmation email within 10 working days after submitting the application. If applications are submitted on the deadline date, the confirmation email will be sent the following day. If no email is received, please contact the EOC as soon as possible.
- The EOC may request additional information and supporting documents during the assessment process for verification purposes.

K. Notes for Applicant

- Applicants shall provide assistance to the EOC throughout the application period and shall participate in the site audits unless the EOC considers that a legitimate reason has been provided for the refusal.
- The EOC will publish the list of winning premises containing the name of the companies or organisations through its website, publications, social media platforms and other channels.
- The winning premises are authorised to use the UDAS Logo in their promotional materials during the validity period of 2026-27. The EOC reserves the sole right to terminate or modify the right of awardees to use the UDAS Logo. In the event of dispute, the decision of the EOC shall be final and binding.

- The UDAS and the results thereof shall not in any way affect or prejudice the EOC's exercise of its statutory functions and powers under the four anti-discrimination ordinances, including but not limited to the investigation of complaints.
- Personal data provided by the applicants will be used by the EOC for the purpose of communication and promotion related to the UDAS. If an applicant wishes to access or correct any personal data or there is any change in person-in-charge, please contact the EOC at 2511 8211 or send an email to udas@eoc.org.hk.

L. Deadline

Application will be closed at 5:00 P.M. (Hong Kong Time) on 31 March 2026.

M. Result Announcement

Notification to all applicants will be sent via email by September to October 2026. Please refer to our website at <https://www.eoc.org.hk/en/udas> for the latest information.

支持機構 Supporting Organisations

(按機構英文名稱的字母排序 In alphabetical order)

截至2025年10月13日 As of 13 October 2025



建築署
Architectural Services
Department



香港展能藝術會
Arts with the Disabled
Association Hong Kong



CareER
Talent No Boundaries



Centre for
Business
Sustainability



Chartered Institute of Housing
Asian Pacific Branch
特許房屋經理學會亞太分會



中華人民共和國香港特別行政區政府
發展局
Development Bureau
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China



Employers'
Federation
of Hong Kong
香港僱主聯合會



香港工業總會
FHKI



香港傷殘青年協會
Hong Kong Federation of Handicapped Youth



Hong Kong General Chamber of Commerce
香港總商會1861



香港房屋委員會
Hong Kong Housing Authority



HONG KONG
HOUSING SOCIETY
香港房屋協會



HONG KONG
INSTITUTE OF CERTIFIED
PROPERTY MANAGERS
香港物業管理師學會



香港人力資源管理學會
Hong Kong Institute of Human Resource Management



香港中小型企業聯合會
HONG KONG SMALL AND MEDIUM ENTERPRISES ASSOCIATION



中華人民共和國香港特別行政區政府
房屋局
Housing Bureau
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China



中華人民共和國香港特別行政區政府
勞工及福利局
Labour and Welfare Bureau
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China



物業管理業監管局
PROPERTY MANAGEMENT
SERVICES AUTHORITY



中僑125
Since 1900
香港中華總商會 | CGCC



香港中華廠商聯合會
The Chinese Manufacturers'
Association of Hong Kong



香港中小型企業總商會
The Hong Kong General Chamber of Small and Medium Business



香港建築師學會
The Hong Kong Institute of Architects



香港房屋經理學會
The Hong Kong Institute of Housing
1988年創會 / Established in 1988
1997年按香港法例第507章成立, Incorporated in 1997 under Cap. 507, Law of Hong Kong
2020年物業管理業監管局認可專業團體 / PMSA Recognised Professional Body in 2020



THE HONG KONG INSTITUTE OF
SURVEYORS
香港測量師學會



THE HONG KONG
INSTITUTION OF ENGINEERS
香港工程師學會



香港復康會
The Hong Kong Society
for Rehabilitation



香港盲人輔導會
The Hong Kong Society for the Blind



香港聾人福利促進會
The Hong Kong Society for the Deaf



市區重建局
URBAN RENEWAL
AUTHORITY