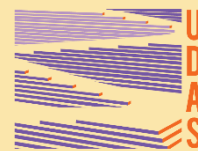




平等機會委員會
EQUAL OPPORTUNITIES COMMISSION



2024/25

通用設計嘉許計劃
Universal Design Award Scheme

Universal Design Award Scheme 2024/25

Briefing Session

23/01/2024





平等機會委員會
EQUAL OPPORTUNITIES COMMISSION



2024/25
通用設計嘉許計劃
Universal Design Award Scheme

Part 1- Universal Design Award Scheme 2024/25 Briefing Session

Equal Opportunities Commission

Head (Policy, Research & Training)

Doris TSUI



Anti-discrimination laws in Hong Kong

**Sex Discrimination
Ordinance**

**Disability Discrimination
Ordinance**

**Family Status
Discrimination Ordinance**

**Race Discrimination
Ordinance**



Anti-discrimination laws in Hong Kong

Sex Discrimination

- Sex
- Pregnancy
- Marital Status
- Breastfeeding (*New*)

Disability Discrimination

- Disability

Family Status Discrimination

- Responsibility for the care of an immediate family member

Race Discrimination

- Race
- Colour
- Descent
- National Origin
- Ethnic Origin
- Imputed Race (*New*)

Universal Design Award Scheme 2024/25

Background



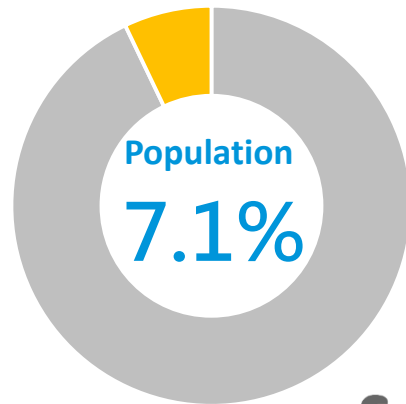
- The Equal Opportunities Commission (EOC) introduced the Universal Design Award Scheme 2024/25 (UDAS) to promote the values of equal opportunities, diversity and inclusion in order to create an environment that is accessible and usable by everyone, regardless of age, ability and status in life.
- The application of universal design principles in our built environment allows users with diverse needs to access different premises and enjoy the goods, services and facilities independently.
- UDAS recognises companies and organisations with outstanding performances and contributions in providing an accessible built environment and encourages the wider adoption of universal design for people with all abilities, including but not limited to persons with disabilities, elderly, carers, pregnant women, and families with children.



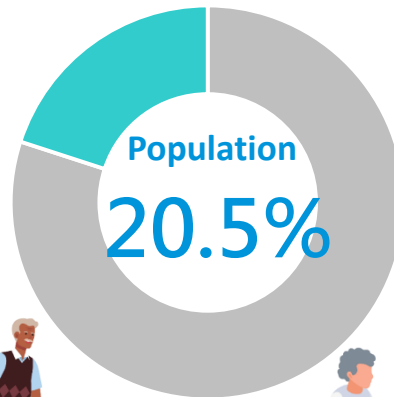
Universal Design Award Scheme 2024/25



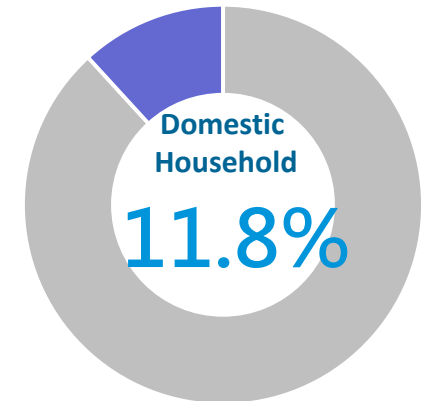
There are around 534,200 persons with disabilities (PWDs) (including persons with multiple disabilities) and 1,451,500 elderly persons in Hong Kong, and up to 11.8% of all domestic households in Hong Kong are households with children aged under 10.



PWDs



Elderlies



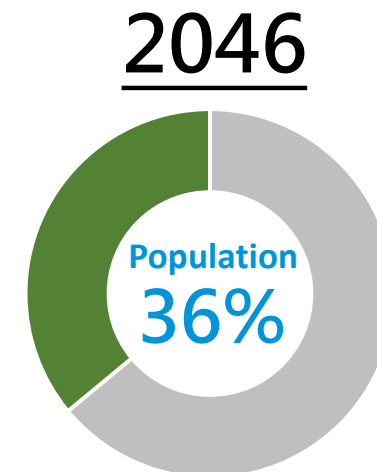
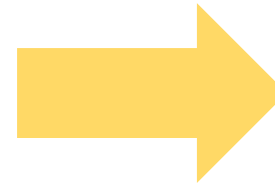
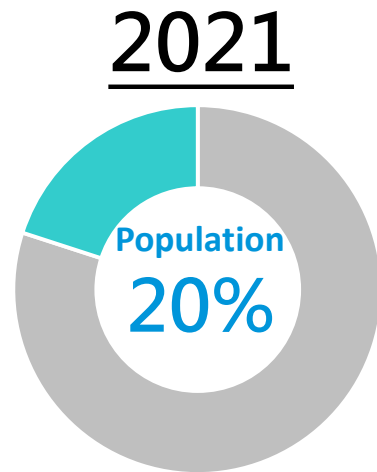
Households with children aged under 10



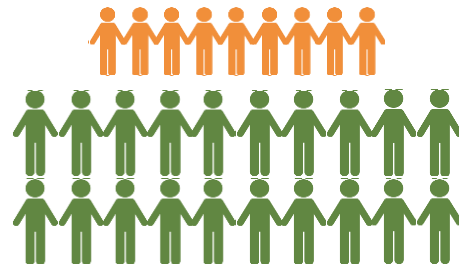
Universal Design Award Scheme 2024/25



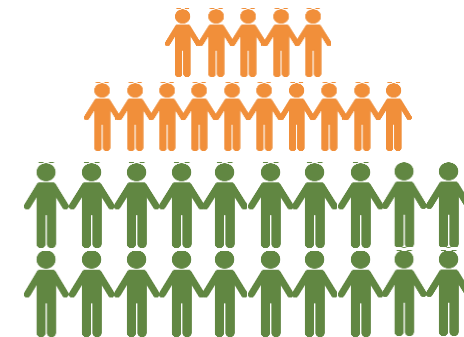
Ratio of elderly population



Dependency Ratio



On average 9 children and elderlies are dependent on every 20 working adult



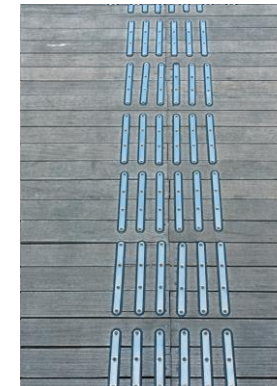
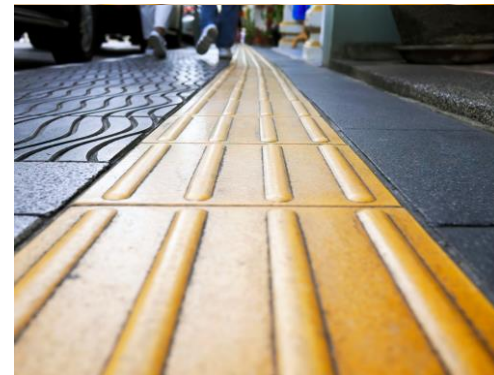
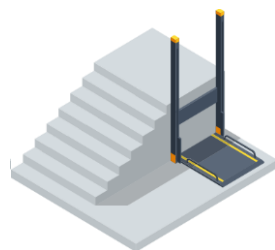
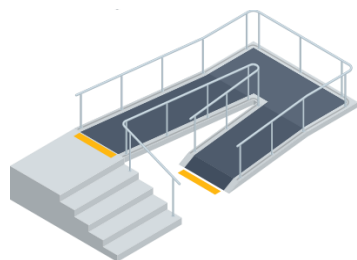
On average 15 children and elderlies are dependent on every 20 working adult

Universal Design Award Scheme 2024/25

Barrier-Free Design



- **Barrier-free Design** is a process of **retrofitting by removing or replacing physical barriers** for persons with disabilities (PWDs) and accommodating their needs, so that they can navigate the physical environment and use its facilities independently and safely.



- In Hong Kong, the technical requirements are prescribed in the *Design Manual: Barrier Free Access 2008*. Currently, most new buildings or alterations and additions to existing buildings in Hong Kong comply with accessibility standards

Universal Design Award Scheme 2024/25

Universal Design



- A **user-centered design** to meet the needs of the **widest spectrum of users**, regardless of age, ability and status in life.
- According to Article 2 of the CRPD,
“ ‘Universal design’ means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaption or specialised design.”
- Universal Design takes into account the changing needs that are experienced by everyone as we grow from infancy to old age. We may also experience different kinds of illness or disability, whether temporary or permanent, throughout our lives. Some families may experience parenthood. Universal Design offers a variety of design arrangements so that **everyone can live safely and independently and lead a life of dignity.**

Universal Design Award Scheme 2024/25

Universal Design Pyramid



- The **Universal Design Pyramid** denotes the level of independency of a person, from fit and agile people to people who need carer(s) when they go out.
- Barrier-free Design is incorporated in most buildings in Hong Kong, but it does not fully address the needs of different groups of people as portrayed in the Universal Design Pyramid. By using Universal Design, an appropriate balance can be found to meet the needs of all users.



¹ Goldsmith Selwyn (2000). *Universal Design: A Manual of Practical Guidance for Architects*. Retrieved from https://archive.org/details/UNIVERSAL_DESIGN/page/n15/mode/2up

Universal Design Award Scheme 2024/25

Principles of Universal Design



Equitable Use



Flexibility in Use



Simple and Intuitive Use



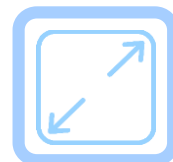
Perceptible Information



Tolerance for Error



Low Physical Effort



Size and Space for Approach and Use

Universal Design Award Scheme 2024/25

Eligibility



Sole proprietors, partnerships, companies and organisations from the public or private sector are welcome to apply for UDAS.

Applicants should own, manage or occupy premises situated in Hong Kong in the following capacities:

- Property Owner
- Developer
- Property Management Company
- Occupant/Tenant

Universal Design Award Scheme 2024/25

Eligibility



Commercial enterprises*

- Sole proprietors, partnerships or companies

Non-profit-making organisations*

- Chambers of commerce
- Professional bodies
- Non-governmental organisations (NGO), clubs and associations
- Charitable institutions

Government departments and statutory bodies

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



平等機會委員會
EQUAL OPPORTUNITIES COMMISSION



2024/25

通用設計嘉許計劃
Universal Design Award Scheme

Part 2- Examples of Universal Design

Equal Opportunities Commission

Senior Equal Opportunities Officer

May FUNG



Universal Design Award Scheme 2024/25

Application Categories



Application Categories	Examples of Premises	Examples of potential Applicants
Shopping Malls and Retail Spaces	<ul style="list-style-type: none"> Shopping Malls of all size Shops inside a shopping mall or street-level shop 	<ul style="list-style-type: none"> Developer Tenants
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"> Property Management Company Occupant/Tenant of Office spaces
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"> Restaurant operators
Buildings and Sites with Recreational, Sports or Cultural Purposes	<ul style="list-style-type: none"> Private: cinemas, private clubs, theme parks Public: Sports centres, museums, parks Non-profit-making organisations' centres for members' activities 	<ul style="list-style-type: none"> Recreational clubs Government Departments NGOs
Revitalised Sites	<ul style="list-style-type: none"> All kinds of revitalised sites 	<ul style="list-style-type: none"> Operating organisations

Universal Design Award Scheme 2024/25

Application Categories



Points to note :

- Each application is based on the name of business and address of relevant premises.
- Each application shall pertain to one Application Category only.
- Companies or organisations which own, manage or occupy multiple premises may submit multiple applications.
- For a larger site with multiple occupants/tenants, each occupant/tenant may submit their own application under the applicable Application Category.

Example1 :

- 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.

Universal Design Award Scheme 2024/25

Application Categories



Joint Application :

- Joint application for the same premises (e.g. application jointly made by the property owner and property management company) is allowed, but a primary applicant must be identified and be responsible for matters related to the application.

Example 2-4 :

- Property Management company A manages an office building owned by Developer B. These two entities can submit a joint application under the "Office Buildings and Office Spaces" category.
- Clothing store C and gift shop D are co-tenants of the same site. These two entities can submit a joint application, under the "Shopping Malls and Retail Spaces".
- Toy store E is a tenant of a mall managed by Property Management Company F. These two entities can submit a joint application, under the "Shopping Malls and Retail Spaces", while self-assessment and site audit are restricted to the area within the store.

Universal Design Award Scheme 2024/25

Assessment Process



Key Dates	
23 January 2024	Briefing session I
1 February 2024	Open for application
13 March 2024	Briefing session II
15 April 2024	Application deadline
May to July 2024	Random site audits
August 2024	Selection by Judging Panel
September 2024	Result announcement
October 2024	Award Presentation Ceremony



Universal Design Award Scheme 2024/25

Assessment Criteria



- A comprehensive checklist of 122 items will be provided. Applicants are required to check off the list based on availability of accessible facilities or services within the premises.
- 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.
- Applicants are required to fill in the approximate net floor area of the premises for the Judging Panel to consider.
- Applicants are highly encouraged to submit photos or videos visualising the universal design provisions in the premises for the Judging Panel to consider.

Universal Design Award Scheme 2024/25

Assessment Criteria



Self-Assessment

- The checklist contains 10 sections. Applicants are not required to fulfill items listed in all sections.
- Please refer to <https://www.eoc.org.hk/zh-hk/udas/application/criteria> for the full list.

Site Audits

- Random site audits will be conducted by the EOC to verify and stock-take the Universal Design (UD) provisions in different premises.
- Photos and videos submitted during the self-assessment process or taken during site audit may be showcased in the Award Presentation Ceremony if appropriate.



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Harassment



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Application



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Assessment Process and Criteria

Awards and Judging Criteria

Application Form

Notes for Applicant





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Application



Key Dates

Award Presentation Ceremony

Assessment Process

Assessment Criteria

Self-assessment
Checklist

Self-assessment Checklist

Please download the checklist below.



Self assessment Checklist



Universal Design Award Scheme 2024/25

Self-Assessment Checklist - Mandatory Accessibility Provisions



- ✓ Allow access of guide dogs
- ✓ Provide means for access of wheelchair at entrance/exit, such as
 - Having step-free or levelled entrance/exit
 - Providing either portable or built-in ramp
 - Providing stair climbing machine or stair lift
 - Reachable via lift
 - Having door thresholds lower than 20 mm in height and bevelled to facilitate passage of wheelchairs



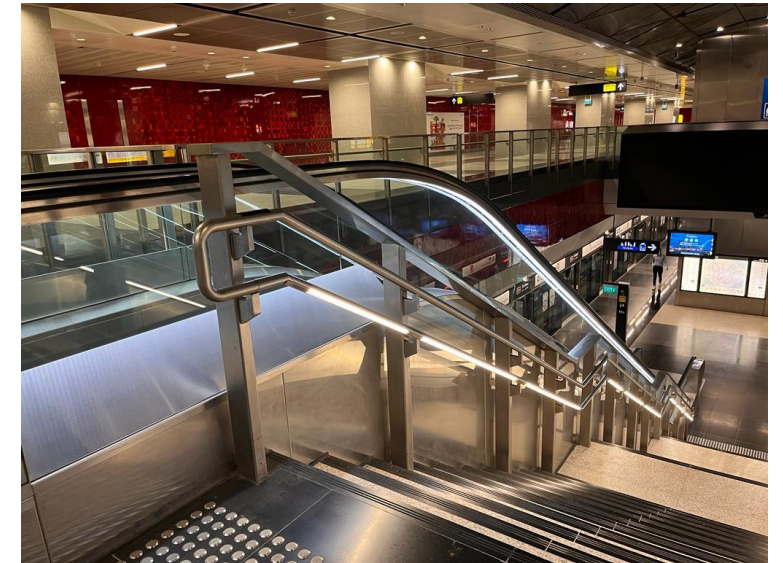
Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access
2. Door
3. Services
4. Furniture and fixtures
5. Business-specific components
6. Signage and wayfinding
7. Toilet
8. Lift
9. Ambience
10. Parking



Passageway is unobstructed, and can reach a width of at least 800mm per request

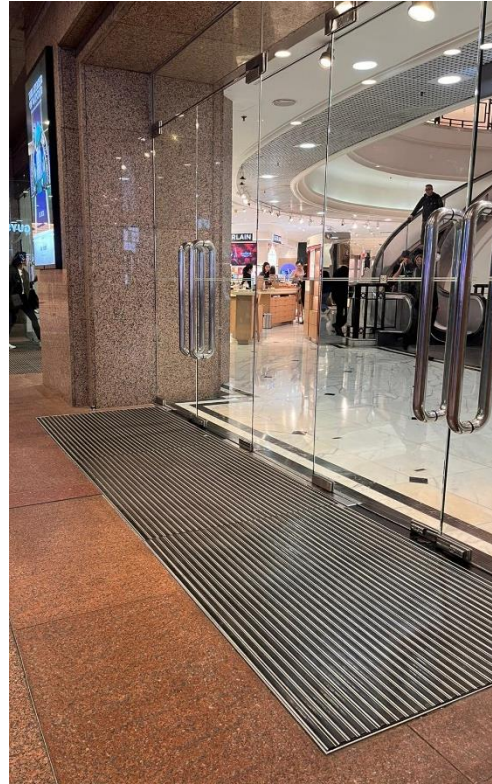


Additional handrail for people with different height (e.g. children, elderly)

Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access
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Door mat is fastened or installed directly on the floor



Tactile guide path is not covered by carpet or any other obstructions

Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access

2. Door

3. Services

4. Furniture and fixtures

5. Business-specific

components

6. Signage and

wayfinding

7. Toilet

8. Lift

9. Ambience

10. Parking



- Button-controlled or motion activated automatic door at entrance/exit
- Marking on glass doors

Door handles usable with closed fist and with one hand



Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access

2. Door

3. Services

4. Furniture and fixtures

5. Business-specific

components

6. Signage and

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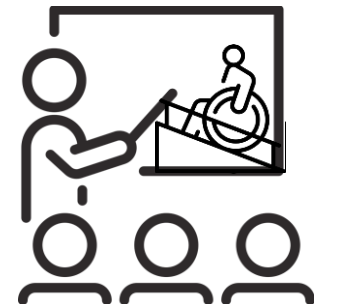
Provide assistance bell (physical/in-app) or contact information for customers to ask for assistance



Information about accessibility is posted on website or social media channels for checking ahead of visit



Accessibility training for staff



Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access
2. Door
3. Services
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Baby pram/stroller/pushchair lending service



Wheelchair lending service



Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

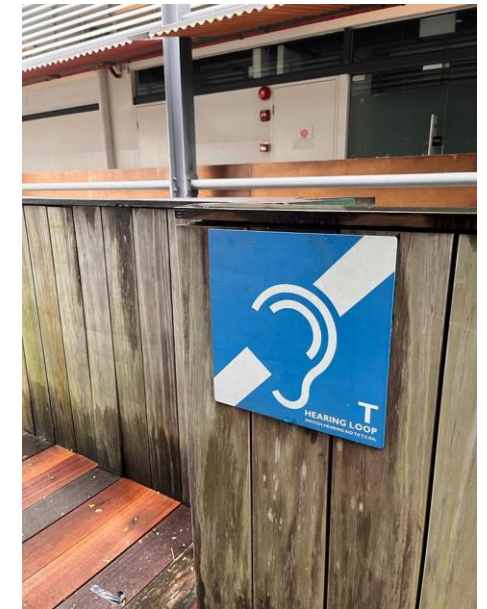
1. Access
2. Door
3. Services
4. Furniture and fixtures
5. Business-specific components
6. Signage and wayfinding
7. Toilet
8. Lift
9. Ambience
10. Parking



Assistive listening system (e.g. induction loop system, infrared system) for people with hearing impairment



- Provide multi-purpose room(s) for uses including but not limited to breastfeeding, lactation, nursing, first-aid and praying
- Baby diaper-changing facility



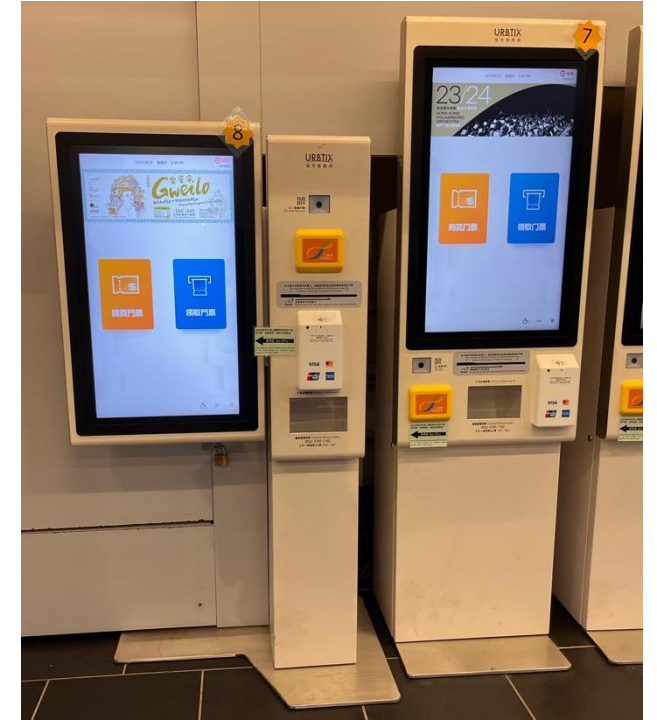
Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

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- At least have one service counter at a maximum height of 750mm
- At least have one service counter with knee space



Self-service kiosk

- With buttons reachable at a maximum height of 1200mm
- Has audible function or text-to-speech software



Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access
2. Door
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6. Signage and wayfinding
7. Toilet
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Menu or other written information is supplemented with pictograms, images, or photos



- Accessible ordering services through tablet, mobile phone app or QR code
- Indicate position of QR Code by braille print

Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access
2. Door
3. Services
4. Furniture and fixtures
5. Business-specific components
- 6. Signage and wayfinding**
7. Toilet
8. Lift
9. Ambience
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Signage directing users to an accessible entrance



Lighting for emergency exit directional sign

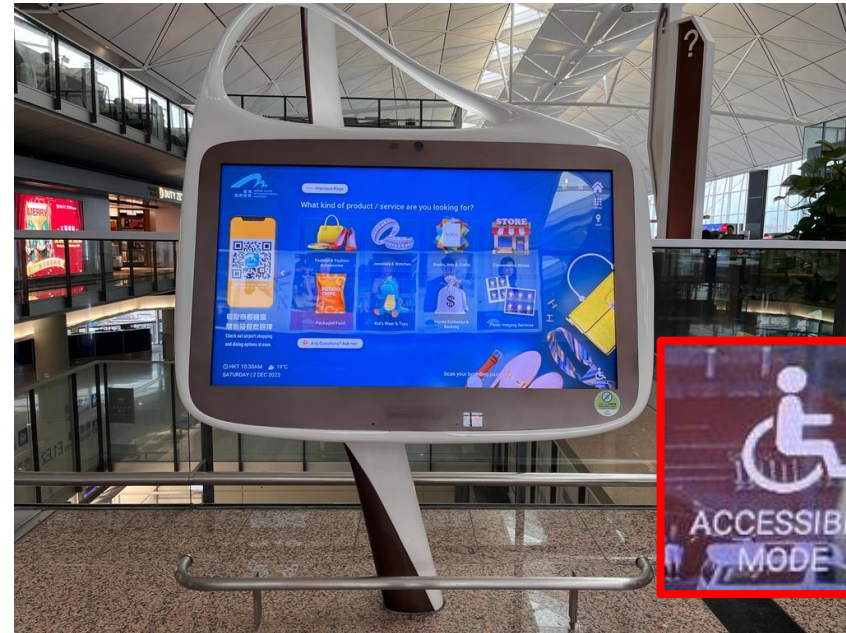


- Large and clear font (Sans serif fonts e.g. Arial, Helvetica)
- Pictograms or images to support text

Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access
2. Door
3. Services
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5. Business-specific components
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7. Toilet
8. Lift
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Digital map directory with buttons reachable at a maximum height of 1200mm



Provide braille and tactile floor plan/ maps for wayfinding

Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access
2. Door
3. Services
4. Furniture and fixtures
5. Business-specific components
6. Signage and wayfinding
- 7. Toilet**
8. Lift
9. Ambience
10. Parking



Child size toilet or child size toilet seat



At least one of the wash basins is at a height between 900mm and 1200mm

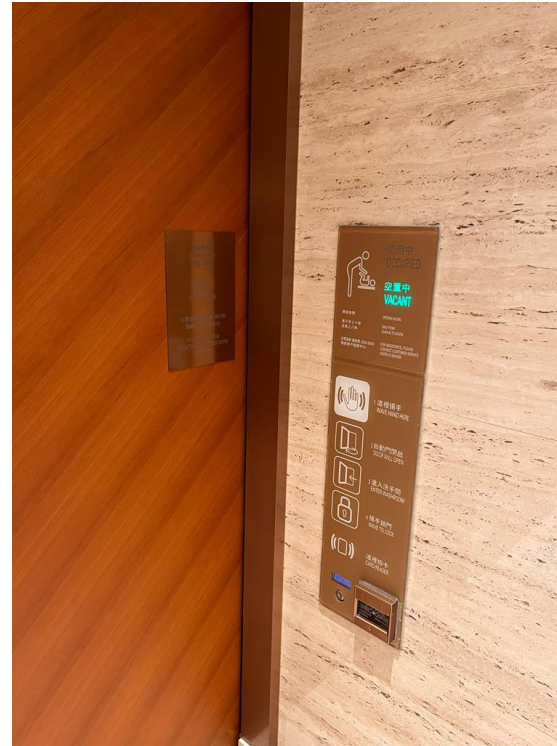


Baby seat/child-protection seat in the W.C. cubicle

Universal Design Award Scheme 2024/25

Self-assessment Checklist - Examples

1. Access
2. Door
3. Services
4. Furniture and fixtures
5. Business-specific components
6. Signage and wayfinding
- 7. Toilet**
8. Lift
9. Ambience
10. Parking



Accessible toilet - Button-controlled or motion activated automatic door



Adult diaper changing facility/foldable nursing bed

Universal Design Award Scheme 2024/25

Self-Assessment Checklist - Examples

1. Access
2. Door
3. Services
4. Furniture and fixtures
5. Business-specific components
6. Signage and wayfinding
7. Toilet
- 8. Lift**
9. Ambience
10. Parking



- Lift's button panels are accessible between 900mm and 1200mm
- Audible signal announcing level of floor



- Lift has visual cues (e.g. flashing light) to signal when emergency button is pressed

Universal Design Award Scheme 2024/25

Self-Assessment Checklist - Examples

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Adequate illumination (at least 85 lux) and not flickering

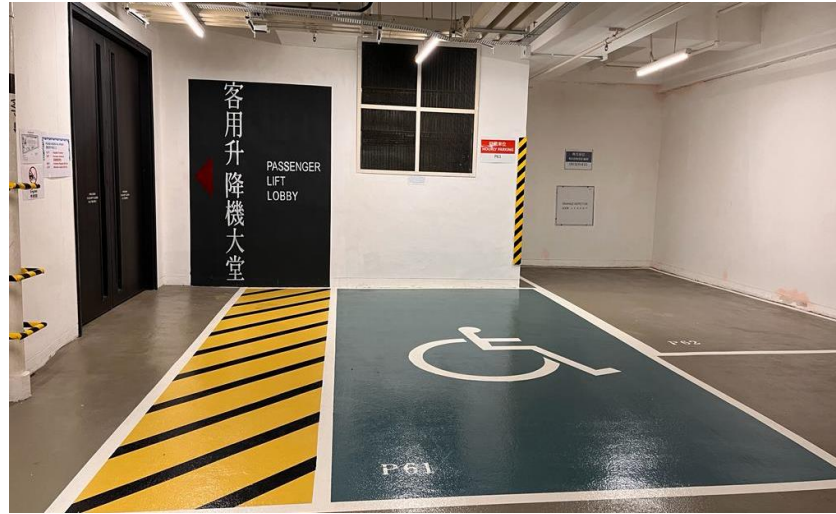


- Optimal room temperature (between 20°C and 26°C)
- Music at acceptable level (less than 80 dB)

Universal Design Award Scheme 2024/25

Self-Assessment Checklist - Examples

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2. Door
3. Services
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7. Toilet
8. Lift
9. Ambience
10. Parking



Accessible parking space for persons with disabilities

Universal Design Award Scheme 2024/25

Additional Information



- ✓ Applicants are highly encouraged to submit photos or videos visualising the universal design provisions in the premises for the Judging Panel to consider.
- ✓ Applicants awarded Gold Award or Special Recognition Award are required to submit the above supporting materials.

Universal Design Award Scheme 2024/25

Categories of Award



Assessment Criteria

- Self assessment
 - Complete a checklist of 122 items
- Site Audits
- **Selection by Judging Panel**

Categories of Award

Each of the awarded entity will be presented with a **UDAS decal** and a **Certificate of Recognition**.

- Bronze Award: Premises with **15 to 24 UD provisions** on the checklist.
- Silver Award: Premises with **at least 25 UD provisions** on the checklist.
- **Gold Award**: Premises with **at least 45 UD provisions** on the checklist and **obtaining 50 marks or above** in the below judging criteria.*
- **Special Recognition Award**: Premises with excellent UD provisions and **fulfilling the below judging criteria**, regardless of the net floor area of the premises.

**If the marks are below 50, the Judging Panel reserves the right to grant the application with a Silver Award.*

Universal Design Award Scheme 2024/25

Judging Criteria



➤ Gold Award

➤ 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, description of the design, 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 overall design of the premises allows for easy access to facilities, services and information throughout different areas and floors.	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

Universal Design Award Scheme 2024/25

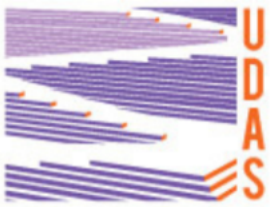
Application Method



Interested parties can submit their applications to the EOC through any of the following methods:

- By online application: <https://www.eoc.org.hk/zh-hk/udas/application/application-form> Or
- Fill out the application form and send to EOC by email: UDAS@eoc.org.hk

Application will be closed at **5 p.m. (Hong Kong Time) on 15 April 2024.**
Notification to all applicants will be sent via email by September 2024.



2024/25
通用設計嘉許計劃
Universal Design Award Scheme



平等機會委員會
EQUAL OPPORTUNITIES COMMISSION

Application for the Universal Design Award Scheme 2024/25

* 1. Trading / Business name of the site in this application

Trading / Business Name

* 2. Address of the site

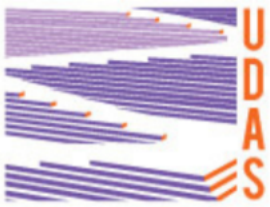
Address of the site

3. Website (if any)

* 4. Approximate net floor area in square feet (sq. ft.)

Approximate net floor area in sq. ft





* 7. Is this a joint application?

Yes

No

Joint Application

Name of Company/ Organisation in English and Chinese

* 8. Name of Company / Organisation in English and Chinese

(Same as that stated in the entity's Business Registration Certificate / Certificate of Incorporation / Certificate of Incorporation on Change of Name /
Registration under Section 88 of the Inland Revenue Ordinance / Other relevant incorporation documents)

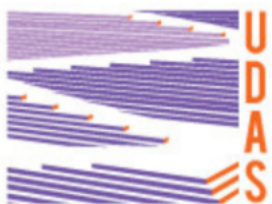
* 9. Name of Contact Person

(For joint application, please fill in information of the **primary** contact person)

Primary Contact Person

* 10. Position





2024/25
通用設計嘉許計劃
Universal Design Award Scheme



平等機會委員會
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Application for the Universal Design Award Scheme 2024/25

For Joint Application Only

* 15. Name of Company / Organisation in English and Chinese

(Same as that stated in the entity's Business Registration Certificate / Certificate of Incorporation / Certificate of Incorporation on Change of Name /
Registration under Section 88 of the Inland Revenue Ordinance / Other relevant incorporation documents)

* 16. Name of Contact Person

* 17. Position

Secondary Contact Person

Universal Design Award Scheme 2024/25

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

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.

UA Pledge will be launched on 1 February 2024. Please see <https://www.eoc.org.hk/zh-hk/udas/application/UA-pledge> for more information.





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2024/25

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Q & A





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Website



Brochure

Application opens on 1 February 2024

For enquiries, please contact EOC:

Website: <https://www.eoc.org.hk/zh-hk/udas>

Email: UDAS@eoc.org.hk

Tel: (852) 2511 8211



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