

Equal Opportunities Commission

Universal Design Award Scheme 2026/27

Self-assessment Checklist

Please select the universal design (UD) provisions that you currently provide within your site. You will be able to skip sections that are not applicable to your site.

You are encouraged to add description, upload photos or videos of universal design provisions at your site for the Judging Panel to consider your application.

The copyright of this self-assessment checklist, including the accompanying photos, is owned by the Equal Opportunities Commission. Use of the self-assessment checklist is restricted to non-commercial, educational purpose and is not intended for any profit-making activities or any commercial gain including but not limited to consultancy services. Any reproduction, adaptation, distribution, dissemination or making available of such copyright works to any third party or the public is strictly prohibited unless prior written authorisation is obtained from the Equal Opportunities Commission.

The self-assessment checklist contains 10 sections. Please select the features that you currently provide within your site. You are not required to fulfil items listed in all areas.

Each item is counted as 1 point.

A. Sections of UD provisions and corresponding points (158 points in total)

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

Bonus Points (A maximum total of 30 points)**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. These items are marked with #. Please provide photos or relevant supplementary information to support. If photos or relevant supplementary information are not provided, no bonus point will be given to that item. Please submit the photos using the file format (.pptx) provided by the EOC.

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.

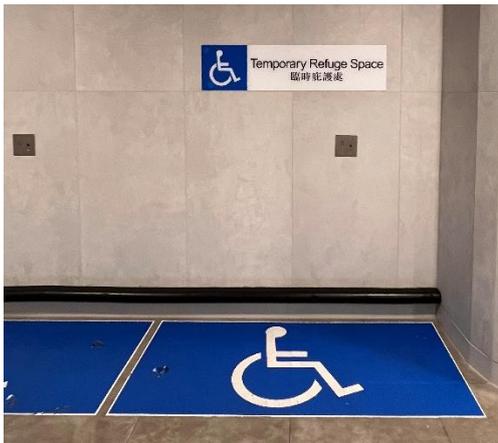
The following two items are mandatory accessibility provisions in order to proceed with the application (Count as a total of 2 UD provisions). For application involving a housing estate, both the common areas and public facilities of the estate (such as platforms, lobbies, lifts, gardens, playgrounds, clubhouses, and other amenities) must fulfil the above criteria.

#	Item
1	Allow access of guide dogs
2	Provide means for access of wheelchair users, such as (multiple answers are allowed, please at least select one) <ul style="list-style-type: none"> <input type="checkbox"/> having step-free or levelled entrance/exit and/or <input type="checkbox"/> providing either portable or built-in ramp and/or <input type="checkbox"/> providing stair climbing machine or stair lift and/or <input type="checkbox"/> reachable via lift and/or <input type="checkbox"/> having door thresholds lower than 15 mm in height and bevelled to facilitate passage of wheelchair users

Section 1: Access

(Each item marked with # may receive 1 bonus point.)

	New	#	Item
3			Entrance - A designated area close to the entrance where passengers can alight from a car or taxi
4	New		Entrance – Canopy at entrance/exit to shield from rain or sunlight
5			Entrance - Width of entrance can reach at least 850mm when fully opened (fixed or per request)
6			Entrance - Sufficient manoeuvring clearance on both sides of an entrance for wheelchairs and prams
7			Entrance - At least one gate has a width that allows access of wheelchair users 
8			Entrance - Door mat is fastened or installed directly on the floor
9			Tactile guide path - At least leading to the entrance
10	New		Tactile guide path - Traverses the main public areas
11			Tactile guide path - Not covered by carpet or any other obstructions
12			Passageway - Passageway is unobstructed, and can reach a width of at least 850mm per request
13			Passageway - Passageway is clean and dry, with slip-resistant and anti-glare flooring materials
14			Passageway - Keep emergency exits clear
15	New		Passageway - Install canopies or overhead covers along outdoor pathways that connect different areas within the premises
16			Ramp - Stable, firm, and slip-resistant
17			Ramp - Warning strips at the ends
18			Ramp - Gradient not exceeding 1:12
19			Ramp - Area connecting the ramp have sufficient space for wheelchair to operate and turn
20			Ramp - Floor and wall are in contrasting colours along the ramp or wall has a baseboard in contrasting colour with the floor
21			Stairs - Floor and wall are in contrasting colours along the stairs or wall has a baseboard in contrasting colour with the floor
22			Stairs - Edges marked with contrasting strips or different colours

#	New	#	Item
23	New		Escalator - At least three flat steps provided at the start and end 
24			Handrail - Handrail provided for fixed ramp
25			Handrail - Handrail provided for stairs
26			Handrail - Braille on handrail
27		#	Handrail - Additional handrail for people with different height (e.g., children, elderly), with a lower handrail at a height of no more than 800 mm (please provide photo) 
28			Other - Stair climbing machine or stair lifts for wheelchair users
29			Other - Temporary refuge space for those unable to use lift or stairs in the event of an evacuation and remain unobstructed at all times 

Section 2: Door

(If the entrance of the site under your management does not have a door, please skip this section.)

	New	#	Item
30			Main Entrance - No door threshold
31			Main Entrance - Button-controlled or motion-activated automatic door
32			Main Entrance – Manually operated doors are lightweight to push or pull, to be opened with horizontal force of not more than 6.7 pound-force / 30 Newton
33			Main Entrance – Door handle usable with closed fist and with one hand, such as (multiple answers are allowed, please at least select one) <input type="checkbox"/> lever-type door handle <input type="checkbox"/> push-type door handle <input type="checkbox"/> sliding door <input type="checkbox"/> double swing door
34			Main Entrance – Door handles or button control centered at a height between 950mm and 1050mm
35			Main Entrance – Marking on glass doors to prevent accidental collisions
36			Main Entrance – Colour contrast on door frame
37	New		Other door – Besides main entrance, other entrance(s) has/have button-controlled or motion-activated automatic door (please indicate location)
38	New		Other door - Interior doors (e.g., corridor, access to car park, baby care room) are button-controlled or motion-activated automatic doors (please indicate location)
39	New		Other door - Besides main entrance, manually operated doors are lightweight to push or pull, to be opened with horizontal force of not more than 6.7 pound-force / 30 Newton (please indicate location)

Section 3: Services

(Each item marked with # may receive 1 bonus point.)

	New	#	Item
40			Accessibility training for staff
41	New		Provide staff with protective equipment and safety training to ensure safe working practices
42	New		Carry out regular inspections, repairs, and maintenance of accessible facilities (please specify the relevant tasks involved)
43		#	Information about accessibility is posted on website, mobile apps or social media channels for checking ahead of visit (please provide website or screen shot)
44			Website is in compliance with Web Content Accessibility Guidelines (WCAG) 2.1 and supports screen reader software
45			Provide assistance bell (physical/in-app) for customers to ask for assistance
46	New		Multiple channels for communication and interaction with users, e.g., telephone, electronic communication platforms and mobile apps
47			Display “Guide Dog Welcome” stickers
48		#	Provide multi-purpose room(s) for uses including but not limited to (please provide photo): (multiple answers are allowed, please at least select one) <input type="checkbox"/> breastfeeding or lactation <input type="checkbox"/> first-aid or resting <input type="checkbox"/> praying or meditation
49	New	#	Provide Quiet Room or Quiet Hours for those in need of a calm environment (please provide photo)
50			Baby diaper-changing facility for both male and female carers, such as in babycare rooms, accessible toilets, or within both male and female toilets
51	New		Babycare room has more than one individual lactation room
52		#	Aware of baby care facilities in public places nearby and share such information with staff (please provide proof, e.g., a list of nearby baby care facilities)
53			Larger changing room for people with pram, wheelchair users and carers

	New	#	Item
54	New		Accessible changing room for wheelchair users or individuals with mobility challenges (equipped with features e.g., grab rail, seating, and sliding door) 
55			Assistive listening system (e.g., induction loop system, infrared system) for persons with hearing impairment
56		#	Provide sign language interpretation (please provide proof)
57			Wheelchair lending service
58		#	Designated socket with relevant signage for charging electric wheelchair (please provide photo)
59			Baby pram/stroller/pushchair lending service

Section 4: Furniture and fixtures

(Each item marked with # may receive 1 bonus point.)

	New	#	Item
60			Access control system, such as keypad lock and contactless card sensor, is installed within reachable height, at a maximum height of 1200mm
61			At least one service counter at a maximum height of 750 mm, kept clear of clutter to ensure unobstructed communication between users and staff
62			At least have one service counter with knee space 
63	New	#	Install grooves along the edge of service counters, or adopt other effective designs to secure walking sticks or canes (please provide photo) 
64			Waiting or resting area with seats
65			Moveable chairs
66			Table with adjustable height
67			Self-service kiosk with buttons reachable at a maximum height of 1200mm or with accessible mode
68			Self-service kiosk has audible function or text-to-speech software
69			Drinking fountain at varying heights
70			Self-service locker positioned at a lower height, accessible and operable by wheelchair users

Section 5: Business-specific components

(Each item marked with # may receive 1 bonus point.)

	New	#	Item
71			Menu or other written information is supplemented with pictograms, images, or photos
72			Provide physical menu, order form and verbal food ordering options
73	New		Provide soft meal for people with different degrees of swallowing and chewing difficulties
74			Accessible ordering services through tablet, mobile phone app or QR code
75		#	Computer or tablet installed with assistive software, hardware or screen magnifying option (please provide photo)
76			Indicate position of QR Code by braille print (please provide photo)
77			Wheelchair-accessible seating within the audience area
78			Companion seating adjacent to wheelchair-accessible spaces within the audience area
79			Provide wheelchair access to stage
80			Backstage areas (e.g., dressing room, rehearsal room and practice room) have means for access of wheelchair
81			Portable assistive listening devices for amplifying sound, cutting down or eliminating ambient noise
82			Audio guide or audio guided tours for exhibitions
83		#	Audio description tour services or audio description for exhibitions, performances, videos, or sports events (please provide proof)
84	New		Provide tactile versions of exhibits to enable persons with visual impairment to experience the content through sense of touch 
85	New		Software or devices that convert environmental information into audio messages to assist persons with visual impairment in understanding the surroundings
86	New		Visual tools to assist people with speech or communication difficulties in communicating their needs

	New	#	Item
87			Provide manmade or natural shades for chairs and benches in outdoor area
88			Materials of outdoor seating are more resistant to high temperatures (e.g., wood or stone)
89	New		Seating of varied heights or types in public open space or designated space (e.g., clubhouse or garden)
90	New		Play equipment for children in public open space or designated space (e.g., clubhouse or garden)
91	New		Leisure facilities for elderly in public open space or designated space (e.g., clubhouse or garden)
92	New		Leisure facilities for persons with disabilities in public open space or designated space (e.g., clubhouse or garden)
93	New		Sufficient space for various types of physical activities in public open space or designated space (e.g., clubhouse or garden)
94	New		Incorporate diversity and inclusion concepts into business-related promotions (e.g., advertisements featuring individuals of different abilities or ethnicities participating in an activity, posters showing models of various age groups wearing the same outfit, and promotional videos with sign language interpretation) (please provide proof)

Section 6: Signage and wayfinding

	New	#	Item
95			Signage directing users to an accessible entrance
96			Signage directing to the nearest lift
97			Signage to warn against slips, trips and falls (e.g., Beware of wet floor)
98			Signage with large and clear font (Sans serif fonts e.g., Arial, Helvetica)
99			Signage has adequate colour contrast with background
100			Signage with pictograms or images to support text
101			Signage made of low-gloss, low-reflective material or have a matte finish
102			Digital map directory with buttons reachable at a maximum height of 1200mm or provide accessible mode
103			Digital indoor navigation assistance (e.g., CityGeni mobile app)
104			Floor plan/ map/ service counter is led by tactile guide path or audio signals
105			Provide braille and tactile floor plan/maps for way-finding
106			Lighting for emergency exit signage 
107			Lighting for emergency exit directional signage 
108			Audible and visual fire alarm
109			Braille and Tactile Fire Escape Map

Section 7: Toilet

(If the site under your management does not have a toilet, please skip this section.)

(Each item marked with # may receive 1 bonus point.)

	New	#	Item
110			At least one of the taps for wash basin is lever-type or automatic
111			At least one of the wash basins is at a maximum height of 900mm
112	New		Install additional hook in the W.C. cubicle to accommodate users of different heights, such as children and elderly 
113			Child size toilet or child size toilet seat
114	New		Provide more than one child size toilet or child size toilet seat
115			Baby seat/child-protection seat in the W.C. cubicle 
116	New		Provide baby seat/child-protection seat in more than one W.C. cubicle
117	New	#	Install grab rail in W.C cubicle or beside urinals (please provide photo) 

	New	#	Item
118	New		Male and female toilets equipped with button-controlled or motion-activated automatic door
119	New		Provide individual family-friendly or universal toilet for both male and female carers
120		#	Adult diaper changing facility/foldable nursing bed (please provide photo) 
121	New		Accessible shower facilities 
122			Braille on toilet signage, whether accessible toilet or other W.C. cubicle
123			Accessible toilet - Unisex accessible toilet for carers of either sex to assist the user
124			Accessible toilet - Not locked while unoccupied
125			Accessible toilet - Unobstructed and not misused for storage purposes
126			Accessible toilet - Button-controlled or motion-activated automatic door
127			Accessible toilet - Automatic door has audio signals
128			Accessible toilet - Push-type or lever-type door handle

	New	#	Item
129			Accessible toilet - Mirror at an inclined angle 
130			Accessible toilet - Grab rail on both inner and outer surfaces of the W.C. cubicle door
131			Accessible toilet - Grab bars installed near the water closet
132			Accessible toilet - Emergency alarm or call bell
133	New		Accessible toilet - Provide a contact number inside and outside the W.C. cubicle for users to request immediate assistance
134	New	#	Accessible toilet - Install motion sensor to detect accidents or emergency situations (please provide photo)

Section 8: Lift

(If the site under your management does not have a lift, please skip this section.)

	New	#	Item
135			Floor surface is slip-resistant
136			Lift interior area no less than 1200mm x 1100mm, with at least 800mm opening when fully opened
137	New		Lift interior area no less than 1200mm x 1400mm, with at least 800mm opening when fully opened
138			Mirror surface to provide visual feedback for wheelchair users
139			Handrails provided
140			Lift's button panels, including the emergency button, are accessible between 900mm and 1200mm
141	New		More than one lift has lift's button panels, including the emergency button, that are accessible between 900mm and 1200mm
142			Lift's control buttons have braille or tactile markings
143	New		More than one lift has lift's control buttons that have braille or tactile markings
144			Audible signal announcing level of floor
145	New		Lift has visual cues (e.g., flashing light) during door opening and closing
146			Lift has visual cues (e.g., flashing light) to signal when emergency button is pressed
147			Perch seat or bench provided at lift lobby

Section 9: Ambience

	New	#	Item
148			Music at acceptable level (less than 80 dB)
149			Optimal room temperature (between 20°C and 26°C)
150			Adequate illumination (at least 120 lux) and not flickering
151			Lighting system allows users to control the intensity and colour temperature of the lights
152			Shield bright and natural lighting sources (e.g., by using curtains, non-reflective or matte glass materials or films, to reduce glare and reflections)
153			Screened fluorescent light fittings

Section 10: Parking

(If the site under your management does not have parking, please skip this section.)

(Item marked with # may receive 1 bonus point.)

	New	#	Item
154			<p>Accessible parking space for persons with disabilities, and clearly marked with the international symbol of accessibility</p> 
155			Accessible parking space with an accessible route to the lobby with an accessible lift or entrance
156			Accessible parking space's loading/unloading area is at least 1200 mm wide
157			Accessible parking space's loading/unloading area is marked with yellow hatched markings
158		#	Family-friendly / carer-friendly parking space with relevant signage (please provide photo)