

# Equal Opportunities Commission

## Universal Design Award Scheme 2024/25

### 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 following two items are mandatory accessibility provisions in order to proceed with the application. (Count as a total of 2 UD provisions)**

#	Item
1	Allow access of guide dogs
2	Provide means for access of wheelchairs, such as <ul style="list-style-type: none"> <li>• having step-free or levelled entrance/exit and/or</li> <li>• providing either portable or built-in ramp and/or</li> <li>• providing stair climbing machine or stair lift and/or</li> <li>• reachable via lift and/or</li> <li>• having door thresholds lower than 20 mm in height and bevelled to facilitate passage of wheelchairs</li> </ul>

**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 UD provision.**

### **Sections**


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

### Section 1: Access

#	Item
3	<b>Entrance</b> - Width of entrance can reach at least 800mm when fully opened (fixed or per request)
4	<b>Entrance</b> - Sufficient manoeuvring clearance on both sides of an entrance for wheelchairs and prams
5	<b>Entrance</b> - At least one of the gates or turnstiles allow access of wheelchair
6	<b>Entrance</b> - Door mat is fastened or installed directly on the floor
7	<b>Entrance</b> - Tactile guide path is provided (at least leading to the entrance)
8	<b>Entrance</b> - Tactile guide path is not covered by carpet or any other obstructions
9	<b>Entrance</b> - A designated area close to the entrance where passengers can alight from a car or taxi
10	<b>Passageway</b> - Passageway is unobstructed, and can reach a width of at least 800mm per request
11	<b>Passageway</b> - Passageway is clean and dry
12	<b>Passageway</b> - Floor surface is slip-resistant
13	<b>Passageway</b> - Keep emergency exits clear
14	<b>Ramp</b> - Stable, firm, and slip-resistant
15	<b>Ramp</b> - Warning strips at the ends
16	<b>Ramp</b> - Gradient not exceeding 1:12
17	<b>Ramp</b> - Area connecting the ramp have sufficient space for wheelchair to operate and turn
18	<b>Ramp/Stairs</b> - Floor and wall are in contrasting colours along the ramp/stairs or wall has a baseboard in contrasting colour with the floor
19	<b>Handrail</b> - Handrail provided for fixed ramp
20	<b>Handrail</b> - Handrail provided for stairs
21	<b>Handrail</b> - Braille on handrail
22	<b>Handrail</b> - Additional handrail for people with different height (e.g. children, elderly)
23	<b>Other</b> - Stair climbing machine or stair lifts for wheelchair users
24	<b>Other</b> - Temporary refuge space for those unable to use lift or stairs in the event of an evacuation



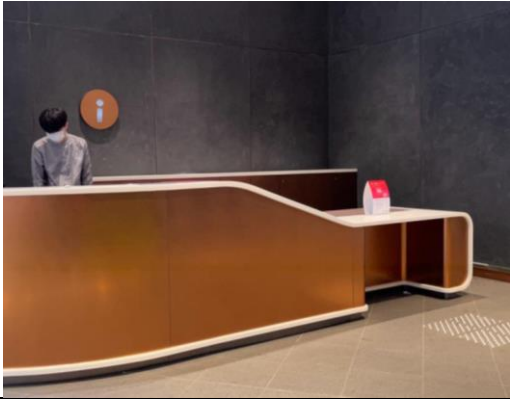

**Section 2: Door** *[If the entrance of the site under your management does not have a door, please skip this section.]*

#	Item
25	No door threshold
26	Button-controlled or motion activated automatic door at entrance/exit
27	Colour contrast on door frame
28	Marking on glass doors 
29	Door handles usable with closed fist and with one hand
30	Door handles or button control centered at a height between 950mm and 1050mm
31	Doors are lightweight to push or pull

### Section 3: Services

#	Item
32	Display “Guide Dog Welcome” stickers
33	Provide assistance bell (physical/in-app) or contact information for customers to ask for assistance
34	Information about accessibility is posted on website or social media channels for checking ahead of visit
35	Website is in compliance with Web Content Accessibility Guidelines (WCAG) 2.0
36	Accessibility training for staff
37	Provide multi-purpose room(s) for uses including but not limited to breastfeeding, lactation, nursing, first-aid and praying
38	Baby diaper-changing facility
39	Aware of baby care facilities in public places nearby and share such information with staff
40	Larger changing room for people with pram/stroller/pushchair, wheelchair users and carers
41	At least one fitting room has seats
42	Assistive listening system (e.g. induction loop system, infrared system) for people with hearing impairment
43	Provide sign language interpretation
44	Wheelchair lending service
45	Baby pram/stroller/pushchair lending service
46	Provide socket for charging electric wheelchair




#### Section 4: Furniture and fixtures

#	Item
47	Table with adjustable height
48	Moveable chairs
49	Waiting or resting area with seats
50	Self-service kiosk with buttons reachable at a maximum height of 1200mm
51	Self-service kiosk has audible function or text-to-speech software
52	At least have one service counter at a maximum height of 750mm
53	At least have one service counter with knee space 
54	Contactless card sensor reachable at a maximum height of 1200mm 
55	Drinking fountain
56	Self-service locker

## Section 5: Business-specific components

#	Item
57	Menu or other written information is supplemented with pictograms, images, or photos
58	Provide physical menu, order form and verbal food ordering options
59	Accessible ordering services through tablet, mobile phone app or QR code
60	Indicate position of QR Code by braille print
61	Wheelchair space in auditorium/theatres/concert halls
62	Companion seat in auditorium/theatres/concert halls
63	Provide wheelchair access to stage
64	Backstage areas (e.g. dressing room, rehearsal room and practice room) have means for access of wheelchair
65	Audio guide for displays/exhibitions or audio guided tours
66	Portable assistive listening devices for amplifying sound, cutting down or eliminating ambient noise
67	Computer or tablet installed with assistive software, hardware or screen magnifying option
68	Provide manmade or natural shades for chairs and benches in outdoor area
69	Materials of outdoor seating are more resistant to high temperatures (e.g., wood or stone)

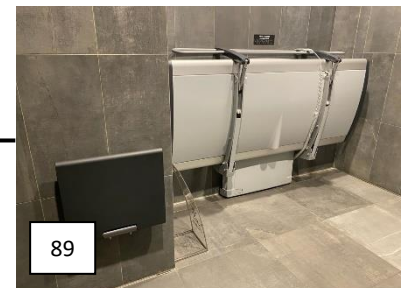
## Section 6: Signage and wayfinding

#	Item
70	Signage directing users to an accessible entrance
71	Signage directing to the nearest lift
72	Signage to warn against slips, trips and falls (e.g. Beware of wet floor)
73	Signage with large and clear font (Sans serif fonts e.g. Arial, Helvetica)
74	Signage has adequate colour contrast with background
75	Signage with pictograms or images to support text 
76	Signage made of low-gloss, low-reflective material or have a matte finish
77	Digital map directory with buttons reachable at a maximum height of 1200mm
78	Digital indoor navigation assistance
79	Floor plan/ map/ service counter is led by tactile guide path or audio signals
80	Provide braille and tactile floor plan/maps for way-finding
81	Lighting for emergency exit signage 
82	Lighting for emergency exit directional signage 
83	Audible and visual fire alarm
84	Braille evacuation plan





**Section 7: Toilet** [If the site under your management does not have a toilet, please skip this section.]

#	Item
85	At least one of the taps for wash basin is lever-type or automatic
86	At least one of the wash basins is at a height between 900mm and 1200mm
87	Child size toilet or child size toilet seat
88	Baby seat/child-protection seat in the W.C. cubicle
89	Adult diaper changing facility/foldable nursing bed
90	Braille on toilet signage, whether accessible toilet or other W.C. cubicle
91	<b>Accessible toilet</b> - Unisex accessible toilet for carers of either sex to assist the user
92	<b>Accessible toilet</b> - Not locked while unoccupied
93	<b>Accessible toilet</b> - Unobstructed and not misused for storage purposes
94	<b>Accessible toilet</b> - Button-controlled or motion activated automatic door
95	<b>Accessible toilet</b> - Automatic door has audio signals
96	<b>Accessible toilet</b> - Push-type or lever-type door handle
97	<b>Accessible toilet</b> - Mirror at an inclined angle
98	<b>Accessible toilet</b> - Grab rail on both inner and outer surfaces of the W.C. cubicle door
99	<b>Accessible toilet</b> - Grab bars installed near the water closet
100	<b>Accessible toilet</b> - Emergency alarm or call bell




**Section 8: Lift** *[If the site under your management does not have a lift, please skip this section.]*

#	Item
101	Floor surface is slip-resistant
102	Lift interior area no less than 1200mm x 1100mm, with at least 800mm opening when fully opened
103	Mirror surface to provide visual feedback for wheelchair users
104	Handrails provided
105	Lift's button panels are accessible between 900mm and 1200mm
106	Lift's control buttons have braille or tactile markings
107	Emergency button in lift centered at a height between 900mm and 1200mm
108	Lift has visual cues (e.g. flashing light) to signal when emergency button is pressed 
109	Audible signal announcing level of floor
110	Perch seat or bench provided at lift lobby 

### Section 9: Ambience

#	Item
111	Music at acceptable level (less than 80 dB)
112	Optimal room temperature (between 20°C and 26°C)
113	Adequate illumination (at least 85 lux) and not flickering
114	Lighting system allows users to control the intensity and colour temperature of the lights
115	Shield bright and natural lighting sources
116	Screened fluorescent light fittings

### Section 10: Parking *[If the site under your management does not have parking, please skip this section.]*

#	Item
117	Accessible parking space for persons with disabilities 
118	Accessible parking space with an accessible route to the lobby with an accessible lift or entrance
119	Accessible parking space's loading/unloading area is at least 1200 mm wide
120	Accessible parking space's loading/unloading area is marked with yellow hatched markings
121	Family-friendly / carer-friendly parking space
122	Parking ticket machines that offer slots at different heights