

## Breaking Barriers: Insights from the EOC's Cases

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**Resources:**

Architectural Services Department - Universal Accessibility Best Practices and Guidelines

<https://www.archsd.gov.hk/en/ua/index.html>

Buildings Department - Design Manual: Barrier Free Access 2008 (2025 edition)

[https://www.bd.gov.hk/doc/en/resources/codes-and-references/code-and-design-manuals/BFA2008\\_e.pdf](https://www.bd.gov.hk/doc/en/resources/codes-and-references/code-and-design-manuals/BFA2008_e.pdf)

Digital Policy Office - Web Accessibility Handbook

[https://www.digitalpolicy.gov.hk/en/our\\_work/digital\\_government/digital\\_inclusion/accessibility/promulgating\\_resources/handbook/doc/Web\\_Accessibility\\_Handbook.pdf](https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/handbook/doc/Web_Accessibility_Handbook.pdf)

Equal Opportunities Commission - How to Support Persons with Disabilities:

Practical Guide on Universal Design for Catering Services

[https://www.eoc.org.hk/Upload/files/Policy%20Frameworks%20and%20Guidelines/UD%20Guide%20Oct%202023/EOC\\_UD\\_Guide\\_Eng%20-%20Copy%201.pdf](https://www.eoc.org.hk/Upload/files/Policy%20Frameworks%20and%20Guidelines/UD%20Guide%20Oct%202023/EOC_UD_Guide_Eng%20-%20Copy%201.pdf)

Equal Opportunities Commission - Universal Design Award Scheme 2025/26

Self-Assessment Checklist

<https://www.eoc.org.hk/en/udas/application/criteria>

Equal Opportunities Commission - Points to Note: Observations from the Universal

Design Award Scheme 2024/25

<https://www.eoc.org.hk/Upload/content/Points%20to%20Note-Eng.pdf>

HSBC - Disability Etiquette Handbook

<https://www.hsbc.com.hk/content/dam/hsbc/hk/docs/community-banking/hsbc-disability-etiquette-handbook.pdf>

W3C - Web Content Accessibility Guidelines

<https://www.w3.org/WAI/standards-guidelines/wcag/>