

Legislative Council Panel on Constitutional Affairs
Briefing by the Chairperson of the Equal Opportunities
Commission on Promoting the Mainstreaming of Universal
Design in the Community

Purpose

This paper briefs Members on the work of the Equal Opportunities Commission (“EOC”) in promoting the mainstreaming of universal design in the community.

Background

2. The EOC is an independent statutory body established by the Sex Discrimination Ordinance (Cap. 480) (“SDO”) in 1996. It is responsible for implementing the anti-discrimination laws in Hong Kong, including the SDO, the Disability Discrimination Ordinance (Cap. 487) (“DDO”), the Family Status Discrimination Ordinance (Cap. 527), and the Race Discrimination Ordinance (Cap. 602). Over the years, the EOC has been committed to seeking redress for aggrieved persons of discrimination by way of complaint investigation, dispute conciliation, and legal assistance. Besides, the EOC promotes the establishment of a diverse, inclusive and barrier-free community through a multi-pronged approach, including research investigation, policy advocacy, public education, and training.

(i) Promoting Accessibility in the Early Years

A barrier-free built environment

3. In December 2006, the EOC launched a formal investigation under Section 66 of the DDO to find out the accessibility of major public premises in Hong Kong. The investigation involved commissioning the Environmental Advisory Service (EAS) of the Rehabaid Society to conduct an access audit (Audit) from June 2007 to February 2008. The

Audit covered 60 sites (Target Premises) built, owned, or managed by the Hong Kong Housing Authority, Hong Kong Housing Society, Link Asset Management Limited (formerly known as The Link Management Limited), and the Government. It aimed to identify the difficulties faced by persons with disabilities (PWDs) when using passageways and related facilities. There were also collection of information from the owners and managers of the Target Premises and holding of focus group discussions, etc. In June 2010, the EOC completed the investigation and published the findings in a report called “Formal Investigation Report: Accessibility in Publicly Accessible Premises”, which made a series of recommendations to the Government.

4. In response to the EOC’s report, the Government initiated a large-scale retrofitting programme involving HK\$1.3 billion, covering 3500 government premises and facilities, while the Housing Authority also enhanced accessibility for around 240 premises/ facilities, including public housing estates, shopping centres, car parks, and factory buildings. Besides, the Government appointed access coordinators and access officers in its bureaux and departments and at Housing Authority for their venues to strengthen the daily management of these venues, raise awareness among management personnel regarding accessibility, and address the needs of PWDs concerning barrier-free facilities more effectively.

5. Subsequently, in 2012, the Government announced the launch of the “Universal Accessibility (UA) Programme” initiative to optimise the accessibility of public walkways, and install elevators at suitable locations to facilitate public access to footbridges. Meanwhile, from time to time, the EOC also explains the applications of the provisions of the DDO to relevant personnel as needed by individual government departments, assisting departments in communicating the rights of PWDs under the DDO to various stakeholders, thereby promoting the establishment of accessible passageways and facilities.

A barrier-free digital environment

6. With the widespread use of the Internet, from 2013 to 2017, the Digital Policy Office (DPO) (formerly known as the Office of the Government Chief Information Officer before the merger) and the EOC

jointly organised four rounds of the “Web Accessibility Recognition Scheme” (the Scheme) to encourage enterprises and organisations to adopt accessibility design in their websites and mobile applications to facilitate persons with visual and hearing impairments or other disabilities. Since 2018, the Scheme has been taken up and organised by the Hong Kong Internet Registration Corporation Limited (HKIRC), with the DPO being the co-organiser and the EOC serving as the independent advisor. The HKIRC can leverage its extensive customer network to provide free assessment, advisory services and briefing sessions to all participating organisations, promoting the adoption of accessibility design in websites and mobile applications. Starting from 2024, the Scheme has been renamed from “Web Accessibility Recognition Scheme” to the “Digital Accessibility Recognition Scheme”, which is an important initiative to promote accessibility in the digital environment.

(ii) Promoting Universal design and facilitating accessibility in recent years

7. In recent years, the EOC has been proactively promoting the adoption of the concept of Universal Design (UD) among government and different sectors to facilitate accessibility in society and build an inclusive society. Article 2 of the United Nations Convention on the Rights of Persons with Disabilities defines “universal design” as “the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.” UD has also been referred to as “design for all” or “inclusive design”, incorporating 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. One of the UD principles is equitable use¹, which means everyone in society can enjoy its benefits without suffering harm or embarrassment.

8. The difference between barrier-free design and UD is that the former focuses on making adjustments based on the needs of PWDs, such as

¹ The seven principles of Universal Design were developed by a group of architects from North Carolina State University, including “equitable use”, “flexibility in use”, “simple and intuitive use”, “perceptible information”, “tolerance for error”, “low physical effort” and “size and space for approach and use”.

through modifying facilities or re-planning spaces. In contrast, the latter addresses the needs of all people, including the elderly, pregnant women, and children, without distinguishing or labeling between those with and without disabilities. Furthermore, since UD emphasizes the shared use of community facilities and services by everyone, the underlying concept incorporates the values of diversity, inclusion, respect, and care, which are more aligned with the goal of building a society that values diversity and inclusion, offering equal opportunities for all.

9. With the rapid ageing of Hong Kong’s population, the EOC encourages all sectors of society to adopt and mainstream UD when developing projects or facilities. The aim is to integrate the concept of UD into the social environment, making it a mainstream design approach to address the needs of different communities in accessing premises and using services and facilities. In the past two years, the EOC has actively promoted the concept of UD in the community and has included the promotion of UD as one of the strategic goals in its Strategic Plan 2024-26, with a view to facilitating deeper understanding and wider adoption of UD among different sectors in society.

(I) Promoting Universal Design to the Catering Industry

(i) *“How to Support Persons with Disabilities — Practical Guide on Universal Design for Catering Services”*

10. Clothing, food, housing, and transportation are essential for everyone’s daily life, and the accessibility of restaurants is closely related to the dining experience of PWDs. Therefore, the EOC has published the first practical guide in Hong Kong titled “How to Support Persons with Disabilities — Practical Guide on Universal Design for Catering Services” (the Guide) on 30 October 2023.

11. The Guide covers typical journey experienced by diners, from entering the restaurant to placing order and dining, offering an easy-to-read practical guide for the catering industry to serve diners with different needs and points to note in providing accommodation. Additionally, the Guide illustrates how the concept of UD can be applied in settings such as restaurants and canteens. For example:

- (1) For most diners, it is better for restaurants to use automatic doors;
- (2) The door openers should remain open for a minimum of 5 seconds, operated by motion sensor or manual large button control, to ensure that no one or their belongings are caught;
- (3) If a restaurant cannot install a permanent ramp for wheelchair users to move between different levels, a portable ramp can be an alternative;
- (4) If a restaurant provides digital ordering devices, the related systems should support accessible design to facilitate diners with visual or hearing impairment, or other disabilities, while also retaining traditional ordering options for diners who do not use digital devices;
- (5) Install visual fire alarm apart from audible fire alarm. Once the audible fire alarm is triggered, visible fire alarm system will flash simultaneously to alert persons with hearing impairment to the fire hazard; and
- (6) In addition to hardware set-up, staff should receive sensitivity training to serve different customers, such as assisting persons with visual impairment to get to their seats without asking them to leave their mobility aids outside the restaurant.

(ii) ***Seminar on “Application of Accessible Technology in Catering Services”***

12. Technology is fundamentally changing the catering industry, from the convenience of ordering food delivery at home to the prevalence of using digital menus and self-service ordering at restaurants. With the introduction of accessible technology, customers with diverse needs, including but not limited to PWDs, can also enjoy a satisfying dining experience.

13. In order to encourage the adoption of accessible technology and achieve digital inclusion in catering services, the EOC held a seminar titled “Application of Accessible Technology in Catering Services” on 22 November 2023. The seminar invited managers and executives to participate, including restaurant operation teams, information technology

departments of restaurant groups, food delivery platforms and companies providing Point of Sale (POS) systems, among various stakeholders.

14. Aside from introduction of the anti-discrimination laws by the EOC representative, representatives from the banking sector presented the concept of digital accessibility, while representatives from the catering industries and food delivery platforms shared good practices of adopting accessible technology in the catering industry. Forty representatives from the catering industry and technology industry participated in the seminar.

(II) Promoting Universal Design to the Community

(i) 2024/25 Universal Design Award Scheme

15. To raise awareness and promote the mainstreaming of UD across various sectors of society, the EOC launched the first Universal Design Award Scheme 2024/25 (UDAS) in January 2024. The UDAS lasted for 11 months (from January to November) and aimed to mainstream UD through education, seminars, awards, and other initiatives.

Details of the UDAS

16. The UDAS invited participation from various public and private organisations. Participants are required to list the good practices and designs that adopt UD, and the outstanding organisations will be recognised and awarded a Certificate of Award. The UDAS comprises five application categories, covering places frequently visited by the public in their daily life, including: (1) Shopping Malls and Retail Spaces; (2) Office Buildings and Office Spaces; (3) Restaurants; (4) Buildings and Sites with Recreational, Sports or Cultural Purposes; and (5) Revitalised Sites.

17. The EOC took reference from the Buildings Department's *Design Manual: Barrier Free Access 2008*, as well as good practices mentioned in design guidelines related to UD from places such as Macau, Singapore, and Ireland, to formulate a self-assessment checklist covering 122 items. These 122 items are good UD indicators covering 10 aspects, including access, door, services, furniture and fixtures, toilet, signage and wayfinding, lift, parking, business-specific components, and ambience. In addition to

measures that facilitate access for PWDs (such as accessible parking spaces near entrances/exits), the checklist also includes breastfeeding-friendly facilities, automatic doors that are convenient for users, and multi-purpose rooms (for example, rooms that can be used for breastfeeding, lactation, first aid, or praying). The above 122 items not only align with the principles of UD that are suitable for use by different groups, but also promote the development of family-friendly facilities in the community and help eliminate discrimination against breastfeeding women in society.

18. Applicants are required to check off the accessible facilities or services available at their premises based on the self-assessment checklist containing 122 items and submit their applications from February to April 2024. The EOC conducted random site audits from May to July 2024 to verify and stock-take the UD provisions and services at various premises. The Judging Panel then selected the award winners in August 2024, and the results were announced in September 2024, while preparation for the award presentation ceremony was done in October 2024.

Participation from all sectors in society

19. Eleven professional organisations, government departments, statutory bodies have become the supporting organisations for UDAS, assisting the promotion of UDAS through their networks. Additionally, with the support of the Property Management Services Authority and the Chartered Institute of Housing Asian Pacific Branch, the EOC held two online briefing seminars for Continuing Professional Development activities in January and March 2024. The EOC representatives promoted the concept of UD, its seven principles, and application examples to approximately 600 property management professionals. The seminars also introduced the details of UDAS and encouraged participants to promote it to the companies or organisations they serve. Furthermore, the EOC hosted a total of four briefing sessions from January to March 2024 to further promote the concept and applicability of UD, attracting 160 participants who were interested in joining the UDAS.

20. The UDAS attracted applications from 270 premises, including premises from 4 government departments, 11 public bodies, 232 private companies, 10 tertiary institutions and 13 non-governmental organisations.

After careful deliberation by the Judging Panel that was composed of experts from various sectors and EOC members, 11 premises received Special Recognition Award, 120 premises received Gold Award, 133 premises received Silver Award, 13 premises received Bronze Award and 4 premises obtained the Certificate of Merit.

The success of the UDAS

21. The EOC held the UDAS Award Presentation Ceremony on 1 November at the HKJC Auditorium of Hong Kong Palace Museum, inviting award-winning organisations and supporting organisations to witness the success of the UDAS together. Annex 1 highlights the outstanding UD provisions and services from ten of the award-winning organisations. Good UD practices adopted by the awarded premises of the UDAS include:

- 1) Babycare facilities and other thoughtful services provided in malls for breastfeeding women or families with children, such as babycare product lending services;
- 2) Free lending service of wheelchairs and baby strollers in malls;
- 3) Gender-neutral toilets in malls that allow carers to take care of family members of different genders;
- 4) Installation of angel boxes at malls to facilitate the quick return of individuals with dementia who are lost;
- 5) There are indicator lights outside of accessible toilet doors at a shopping mall, which indicates “in use”, “overtime use” and “no activity within 10 minutes” respectively, to facilitate fast identification of emergency situations;
- 6) Provide customer service robots at a shopping mall, to facilitate instant navigation towards mall facilities or in-person assistance;
- 7) Accessible toilets at a museum which are equipped with foldable nursing beds that facilitate adult diaper changing needs;
- 8) A park equipped with play facilities that can be used equally by wheelchair users, such as “barrier-free swings” and “barrier-free carousel”;

- 9) Provide flexible and adjustable equipment in the office, such as height-adjustable desks, wider turnstiles and automatic doors;
- 10) Provide electronic wheelchair charging station within office space;
- 11) Provide stair lift for wheelchair users at an office building, allowing wheelchair users to conveniently access the premise without taking a detour;
- 12) Provide tactile guide books and information at a museum for visitors with visual impairment;
- 13) Provide tactile and auditory exhibits at an art museum so that people with diverse needs could appreciate; and
- 14) Provide gender-neutral toilets at a revitalized market, as well as tactile floor map and barrier-free digital map directory on each floor.

22. In addition, to encourage organisations that did not meet the eligibility to participate in the UDAS, the EOC launched the Universal Accessibility Pledge, allowing these premises to commit to creating an inclusive environment. The Pledge received a total of 107 applications, covering the participation of 290 premises.

The vision of the UDAS

23. Through the UDAS, the EOC has raised awareness among public and private organisations about the concept of UD and how to apply it in built environments and other settings. Public and private organisations that have demonstrated outstanding performances in adopting UD have also shared good practices for creating inclusive environments, and encouraged other organisations to emulate, thereby mobilising various sectors in society to participate in improving accessibility in Hong Kong. The EOC has produced short videos showcasing the good practices of UD adopted by the award-winning organisations from different sectors, which have been uploaded to the social media platforms for public education.

24. In the first quarter of 2025, the EOC will compile a list of good practices and areas for improvement from all application premises into a set of points to note, which will be published on its website for reference

by various types of premises. This initiative aims to help sectors in society understand how to further enhance their UD provisions, services, and environments. Additionally, the EOC will hold sharing sessions to explain these points to different stakeholders.

(ii) Accessible for All@Hong Kong Symposium

25. On 15 July 2024, the EOC organised the Accessible for All@Hong Kong Symposium at the Hong Kong Convention and Exhibition Centre. The Symposium aimed to encourage different sectors in society to explore ways to enhance Hong Kong’s barrier-free environment and facilities, thereby fostering an inclusive, accessible, and age-friendly city. It featured expert speakers from the architecture, housing, information and innovation technology, academia, banking, and healthcare sectors, experts from the mainland, representatives from different government bureaux and departments, as well as LegCo members, who shared their experiences and insights with around 300 participants of the Symposium.

26. The Symposium featured three thematic panel discussion sessions. The speakers’ presentations and discussions covered ways to enhance the accessibility of Hong Kong’s built environment, foster an accessible and inclusive digital environment, and improve inclusion through the development of a smart city. In addition, the EOC invited two speakers from the mainland and experts from Hong Kong to share their views on the development of barrier-free cities in the Greater Bay Area, the development of a barrier-free city index in China, and the development of assistive technology in Hong Kong.

(III) Promoting Universal Design to the workplace

Access for All under the Anti-Discrimination Ordinances Training Workshops

27. Through regular training, the EOC strives to equip different sectors with knowledge of the anti-discrimination laws, with a view to mainstreaming the concept of equal opportunities. One of the training workshops provided by the EOC is “Access for All under the Anti-Discrimination Ordinances” to enhance the awareness of accessibility

coordinators or accessibility officers employed by different property management companies or organisations. The course content covers the concept of accessibility, types of barriers, and matters to pay attention to when handling complaints related to barriers. From January 2023 to September 2024, there were 17 in-person training workshops held to serve a total of 960 participants mainly from property management companies and government departments.

(IV) Sharing the EOC’s experience and practices in promoting Universal Design with the Greater Bay Area

28. In June 2023, the country passed the Law on Building a Barrier-free Environment, and the law came into effect in September of the same year. To support the implementation of this law, the mainland is actively exploring ways to strengthen the construction of barrier-free cities. The EOC believes that exchange of experiences with the mainland is very important. Accordingly, in addition to inviting two mainland experts to share their experiences at the Accessible for All @ Hong Kong Symposium in July 2024, the EOC also attended the third Guangdong-Hong Kong-Macao Greater Bay Area Exchange Forum on Synergistic Promotion of Disability Rights and Services (“the Forum”) held at Shenzhen University from 9 to 10 November 2024.

29. The Forum was co-hosted by China Disability Research Society and Shenzhen University, and the EOC was one of the supporting organisers. Over 300 people attended the Forum and engaged in discussions, including representatives from the China Disabled Persons’ Federation, Guangdong Provincial Disabled Persons’ Federation, Disabled Persons’ Federations from nine cities in the Pearl River Delta, as well as experts, academics, professionals from disability service groups and organisations promoting disability affairs in Hong Kong, Macau, and the Greater Bay Area. One of topics of the Forum was the Construction and Evaluation System of Barrier-Free Environments. The EOC shared its experience in promoting UD through the implementation of the UDAS, as well as the outstanding practices of recognised organisations in the area of UD.

Conclusion

30. The concept of UD aims to make designs accessible to the widest possible community, regardless of gender, age, or physical condition. Since the design does not highlight or emphasise the needs of any specific groups, or underline user differences, it can better eliminate barriers and build social inclusion. The EOC believes that UD better meets the needs of Hong Kong's ageing society. By adopting environments and facilities that incorporate UD, the elderly and those with special needs can use facilities in our community and, continuously participate in society, and thus establishing an inclusive and friendly community environment.

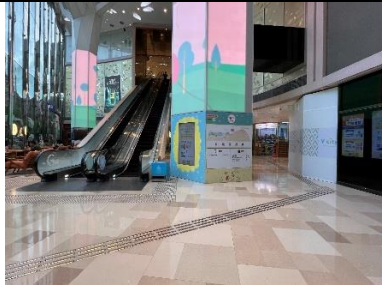



31. The EOC will continue to perform its statutory functions and collaborate with the Government and stakeholders from various sectors, to promote a culture of care, respect, equality, and inclusiveness in society through UD. At the same time, it will continue to engage with the mainland to contribute to the development of a barrier-free Greater Bay Area.




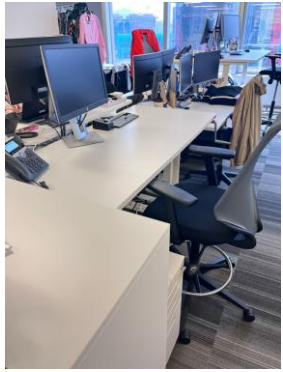
32. Members are invited to note this paper.




Equal Opportunities Commission


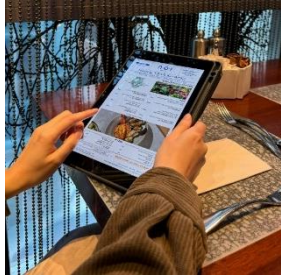


December 2024





Good practices of the awarded premises




Premises	Universal Design provisions	Photos
<p>Shopping Malls and Retail Spaces (1)</p>	<ul style="list-style-type: none"> • All entrances on the ground floor and connecting pedestrian bridges are levelled, with tactile guide paths throughout the mall. • The digital map directory has a “low button” mode, which can display the route to specific locations. Right next to the map is a tactile and braille floor map. • There are facilities that are convenient to families and children, such as family-friendly toilets, nursing rooms, and baby care rooms. The baby care room is equipped with diaper changing facilities, drinking fountains, and baby wipes warmer, among other thoughtful amenities. • Installed Angel Boxes to facilitate the quick return of individuals with dementia who are lost. • The accessible parking space is clearly marked with large signs, with a blue and white sign indicating "Reserved for Persons with Disabilities" hung above, making it visible from a distance. • The accessible restroom is equipped with automatic doors. • The lift has button panels at different heights, with audible signals equipped. 	  
<p>Shopping Malls and Retail Spaces (2)</p>	<ul style="list-style-type: none"> • Baby care facilities and other thoughtful services for breastfeeding women or families with children, such as baby care product lending services. • Free lending service of wheelchairs and baby strollers. • Most entrances on the ground floor are levelled; if there are 	

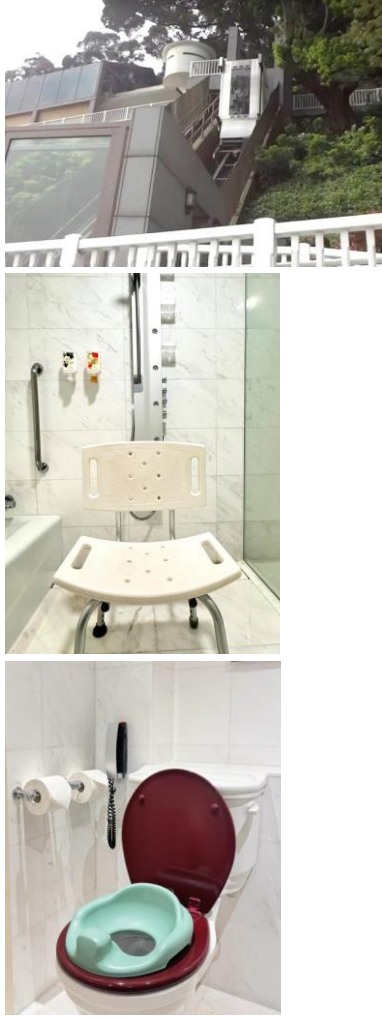

Premises	Universal Design provisions	Photos
	<p>steps, there is also a ramp beside them. Everyone can use the same entrance to access.</p> <ul style="list-style-type: none"> • The door of the car park entrance is automatic, and there are maps indicating the locations of accessible parking spaces and family-friendly parking spaces for easy location. • The digital map directory in the mall have QR codes on each page. After scanning, users can browse the map and related information on their mobile phones while walking. • The mall’s signage are large and clear, with appropriate colour contrast. 	
<p>Office Buildings and Office Spaces(1)</p>	<ul style="list-style-type: none"> • Office entrance door has no threshold, with the passageway reaching a width of at least 800mm. • One side of the service counter is not higher than 750mm, with seats on the side for resting. • There are facilities that are convenient for users who need to breastfeed, have religious and other special needs, such as individual spaces for lactation, multi-purpose room (for praying, resting) and changing rooms. • The office is equipped with height-adjustable desks for staff in need. • The accessible toilet’s entrance is equipped with emergency lights. 	  


Premises	Universal Design provisions	Photos
<p>Office Buildings and Office Spaces(2)</p>	<ul style="list-style-type: none"> • Despite having steps outside of the lobby entrance, there is a stair lift for wheelchair users with clear contact information and call bell. Everyone can use the same entrance to access the building. • The entrance is equipped with both manually operated doors and automatic doors, with wide gates that are enabled by facial recognition function. • All four lifts of the building can reach the ground floor lobby. The lifts have sufficient space, with mirror surface that allows wheelchair users to turn in 180 degrees. • Provides height-adjustable tables for staff in need, as well as wheelchair charging space. • Every floor is equipped with an individual accessible toilet that is open to all staff and visitors to use. The accessible toilet in one of the floors has automatic doors. • Mothercare rooms that could be used for breastfeeding and lactation purposes. • The microwaves in the canteen are placed on a lowered table for the convenient use by wheelchair users. • The accessible toilets have installed motion sensors, notifications shall be received to facilitate timely assistance if there are no motion detected for 10 minutes. 	  

Premises	Universal Design provisions	Photos
<p>Restaurants</p> <p>(1)</p>	<ul style="list-style-type: none"> • Entrance of the restaurant is levelled, with no door or threshold. There are chairs outside of the entrance for waiting. • The tables at the buffet food area are lowered, so that users of different heights and wheelchair users could access food equally. • Customers can browse the menu through tablets. • Baby diaper changing facilities are installed inside the accessible toilet. 	  
<p>Restaurants</p> <p>(2)</p>	<ul style="list-style-type: none"> • The entrance and exit are equipped with ramps and automatic doors, with call bells beside the doors to ask for staff assistance. • There are spaces for wheelchairs and baby strollers to park. • The physical menu is supplemented with pictograms, images, or photos, customers could place order in-person or through a mobile app. 	

Premises	Universal Design provisions	Photos
<p>Buildings and Sites with Recreational, Sports or Cultural Purposes (1) - Museum</p>	<ul style="list-style-type: none"> • There are tactile guide path throughout the museum premise, with a tactile and braille floor map next to the service desk and lift. A tactile floor map is also situated outside toilet entrances. • There is a lowered service counter with knee space. There is also a concave space next to the counter for temporary placement of canes, walking sticks, or umbrellas. • There is electric wheelchair charging space next to the service counter. • Provide lending services of baby stroller, wheelchair, and walking sticks. • There are facilities that are family-friendly, including babycare rooms, family-friendly toilets, child-protection seats, lowered washing basin and adult diaper changing bed. • The electronic ticketing machine and self-service lockers have a “wheelchair” mode, with lowered buttons. The card sensor is also placed at a lowered position. • At the left side of the lecture hall, The writing boards of the seats situated at the first, second and last two rows are placed on the left hand side, to facilitate left handed audiences. 	   

Premises	Universal Design provisions	Photos
<p>Buildings and Sites with Recreational, Sports or Cultural Purposes (2) - Park</p>	<ul style="list-style-type: none"> • Equipped with recreational facilities that can be used equally by wheelchair users, such as “barrier-free swings” and “barrier-free carousel”. • All the stair entrances provides ramp and lift options. • The park entrance has a braille and tactile map. • There are interactive play facilities that have sensory features. • Provides play facilities that are suitable for various age groups. • There are multiple outdoor seating options, in which the material of outdoor seating are resistant to high temperatures, with manmade shades available. • Lift’s control buttons have braille markings, with audio signal announcing level of floor, as well as handrails provided. • There are baby diaper changing facilities in the toilet, as well as babycare room available. • There are facilities that are convenient to children, including drinking fountains and wash basins of various heights. 	  

Premises	Universal Design provisions	Photos
<p>Revitalised Sites (1) - Hotel</p>	<ul style="list-style-type: none"> • The hotel is located on a hill which requires walking up a slope to access. An inclined lift is provided so that wheelchair users could reach the hotel through the lift directly from the flat path of the promenade. • The heritage site is revitalised into hotel rooms, in which out of the total 9 rooms, 2 are barrier-free rooms. The rooms have no door threshold, with grab bars in the toilet and bathroom, as well as mobile shower chair and child-size toilet seat as provided by the hotel. • A restaurant is built on top of the revitalised site, which is accessible by elevator. • Braille and tactile floor map is provided. • Shades for chairs and benches in outdoor area are provided. • There are baby diaper changing bed equipped in the accessible toilet. 	
<p>Revitalised Sites (2) - Market</p>	<ul style="list-style-type: none"> • There is a ramp provided next to the entrance with stairs. The entrance has adopted automatic doors. Tactile guide paths are provided throughout various indoor spaces. • There are clear signage for indoor barrier-free passageways, with handrails on the two sides of the ramp and warning tiles towards the end. The passengeway is no less than 800mm in width. • There are electronic screens outside of toilets to display the availability of toilets on each floor. 	

Premises	Universal Design provisions	Photos
	<ul style="list-style-type: none"> • Gender-neutral toilets are provided, with accessible toilets on each floor as well. • Signage to the babycare room is supplemented with images and texts, with child-protection seats, baby diaper changing facilities, washing basin and rubbish bin equipped inside. • Digital map directory is provided, with tactile guide path leading to the floor’s tactile floor map. Each floor has clear signage. 	 <p>The top photograph shows a gender-neutral toilet and baby care facilities. It features a white toilet, a baby changing station, and a washing basin, all set against a black and white tiled wall. A sign with a gender-neutral icon is visible above the toilet. The floor is covered in black and white checkered tiles.</p> <p>The bottom photograph shows a digital map directory. A black digital screen displays a map, and a tactile guide path made of raised metal studs leads to it. The background includes a red wall with posters and a colorful mural.</p>