

# List of Barrier-free

## Companies / Organisations

無障礙友善企業/機構名單

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香港社會服務聯會頒發

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### The Caring Company Scheme - Criteria for List of Barrier-free Companies / Organisations

#### **Barrier-free Environment**

The company / organisation has provided the following facilities to the disabled employees customers / service-users. The facilities be could be easily accessed and used without assistance.

- Remodelled passageways \*, for example:
  - ramps
  - tactile guide path
  - wide corridor and entrances/exits
  
- Special facilities \*, for example:
  - handrail serves as a waling aid
  - accessible elevator
  - low levelled counter top that are convenient for wheelchair-users, recess spacing of table (for computer tables, reception counters)
  - switch button located at the lower position
  - washroom
  - stair lift
  - self-service counter
  
- Various electronic sensors that provide assistance to the disabled \*, for example:
  - lighting system
  - audio system for important message
  - high contrast display for important message
  - induction loop system
  - visual fire alarm systems
  
- Indicator and sign \*, for example:
  - signs with silkscreen logos to indicate the positions of doors and walls for people with low vision
  - braille signs (i.e. provide environmental information)
  - tactile maps
  - signs with large symbols and contrasting colours
  - sign language symbols suitable for the hearing impaired

- Facilities needed by disabled employees, for example:
  - braille indicators
  - desktop magnifiers
  - mobile magnifiers
  - hearing aids
  
- Special transport arrangements, for example:
  - shuttle vehicles to ferry disabled persons
  
- Providing the following / other facilities and services:
  - portable or movable ramps
  - fitting room with grab poles and/or emergency alarm system
  - priority seats
  - accessible parking spaces
  - spare wheelchair
  - electric wheelchair charging service

\* Remarks: If the design and facilities are in compliance with the various design requirements set out in the Design Manual - Barrier Free Access 2008 of the Building Department, they should meet the conditions of the Obligatory Design Requirements. Please refer to [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)

## **Barrier-free Communication**

The company / organisation has provided disabled employees customers / service-users with the following, which allow them to obtain full and correct information about the company's / organisation's products / services.

- Its website features barrier-free designs in accordance with internationally accepted guidelines and/or have received related awards or certifications, including:
  - Web Content Accessibility Guidelines (WCAG) 2.1 and reaching AA grade (<http://www.w3.org/TR/WCAG/>)
  - Received recognition under the Web Accessibility Recognition Scheme co-organised by the Office of the Government Chief Information Officer and the Equal Opportunities Commission: Gold Award or Silver Award under Website Stream or Mobile App Stream
- Information about its products/services including newsletters / notices, bills, menus, etc. is clearly displayed to assist disabled persons, for example:
  - signs with large symbols (i.e. large-font bill)
  - contrasting colours
  - tactile sign
  - voice message
  - Sign Language Flash Cards
- It respects disabled persons, takes the initiative to actively communicate with them, and enable them be treated fairly when they receive services.
  - set up consultation activities / feedback mechanisms, respond and follow up their request
  - to publish and frequently update barrier-free facilities / services information in the website
  - guidelines on Evacuation Fire / Emergency Route Plan for disabled persons
- It implements disabled-friendly policies, providing employees with appropriate training to encourage communication with the disabled so as to create an inclusive workplace / business environment, for example:
  - sighted guide techniques
  - sign language
  - wheelchair use
  - workshop / experiential day
- It implements equal employment policies and hires disabled staff members, and sets a quota for disabled employees. It has hired disabled persons within a specific period of time.