

Your Ref. : CB4/PAC/R73  
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11 December 2019

Mr. Anthony Chu,  
Clerk to Public Accounts Committee,  
Legislative Council Complex,  
Legislative Council Road,  
Central, Hong Kong

Dear Mr. Chu,

### **Public Accounts Committee**

#### **Consideration of Chapter 1 of the Director of Audit's Report No. 73**

##### **Planning, provision and management of public toilets by the Food and Environmental Hygiene Department**

I refer to your letter of 3 December 2019. Our reply is provided in the ensuing paragraphs.

(a)(i)

2. A copy of the Handbook on Standard Features for Public Toilet ("Handbook") is provided at **Annex 1a**.

(a)(ii)

3. While no revisions and updates have been made to the Handbook direct in the past five years, regular reviews of the standard features and design have

been conducted to facilitate the planning for the construction, reprovisioning and refurbishment of public toilets. To supplement the guidelines in the Handbook, FEHD had drawn up and issued in April 2016 and August 2018 respectively two sets of internal guidelines, namely “Design Guidelines for Larger Toilet Compartments for Priority Use by the Elderly and Universal Toilets in Public Toilets of FEHD” and “Enhanced design features/requirements/installations for new/refurbished public toilets”. Copies of these two sets of guidelines are provided at **Annexes 1b and 1c**. We are now reviewing and updating the Handbook in consultation with Architectural Services Department (ArchSD) with a view to incorporating all the enhanced features and standards in the Handbook in one go.

(a)(iii)

4. In planning for the construction, reprovisioning and refurbishment of public toilets, the standards and guidelines as set out in the Handbook as well as the two additional guidelines as mentioned above are followed as far as practicable, subject to technical feasibility, site conditions, availability of space, usage rate and local views. In the past five years from 2015-16 to 2019-20, a total of 97 public toilets were newly built, reprovisioned or refurbished. A breakdown of these toilets by year is provided in **Annex 2**.

5. Of the 24 newly built/reprovisioned public toilets, all of them meet the 1:2 male-to-female toilet compartment ratio and are provided with accessible unisex toilets.

6. Of the 73 refurbished public toilets, 19 public toilets do not meet the 1:2 male-to-female toilet compartment ratio, mainly because of space constraints and high usage rate of the male toilets. 13 public toilets are not provided with accessible unisex toilets mainly due to site constraints and local objections.

7. The guidelines on provision of elderly priority compartments and universal toilets (issued in April 2016) apply to 18 refurbishment projects with four or more compartments in male or female toilets, and with design proposals presented to the Working Group on Upgrading of Public Toilets for endorsement since July 2016. Of these 18 refurbished public toilets, two public toilets are not provided with elderly toilet compartments while 14 public toilets are not

provided with universal toilets mainly due to site constraints and heavy utilisation.

(b)

8. In implementing public toilet projects, apart from the Handbook and guidelines mentioned above, FEHD and our works agent, i.e. ArchSD and other works departments also follow the requirements set out in the Design Manual: Barrier Free Access 2008 ("Manual") issued by the Buildings Department for provision of barrier free access facilities in public toilets. The Manual is provided at **Annex 3**.

(c)

9. The relevant provisions in the Public Health and Municipal Services Ordinance (Cap. 132) relating to the provision, regulation, maintenance, management and control of public toilets and aqua privies are provided in **Annexes 4a and 4b**.

(d)

10. The number and locations of public toilets which are not equipped with automatic sensor soap dispensers, water taps and flushing water systems are provided at **Annex 5a**. All aqua privies are not equipped with automatic sensor soap dispensers and flushing water systems. A list of aqua privies equipped with sensor activated water tap is provided at **Annex 5b**.

11. According to the Handbook, sensor type flushing system should be installed in the WC cubicles and at urinal bowls if site conditions permit. If no sensor type flushing system could be provided for WC cubicles, provision of button-type flushing device operated by hand is preferred over foot pedal device. If site conditions do not permit installation of sensor type flushing system at urinal bowls, auto-flushing system should be adopted. Separately, based on the guidelines in the Handbook, most of the public toilets are equipped with recess type soap dispenser. Since FEHD drew up and issued the internal guidelines on "Enhanced design features/requirements/installations for new/refurbished public toilets" in August 2018, all newly built/reprovisioned/refurbished public toilets are equipped with automatic sensor

**\*Note by Clerk, PAC:** *Refer to Buildings Department's website for Annex 3, Public Health and Municipal Services Ordinance (Cap. 132) - Section 36 Provision and maintenance of public latrines and bathhouses for Annex 4a, and Public Conveniences (Conduct and Behaviour) Regulation (Cap. 132BL) for Annex 4b.*

soap dispensers. For newly built/reprovisioned/refurbished PTs, automatic sensor type soap dispenser, water tap and flushing system will be provided as far as practicable.

(e)

12. The number of reported crime cases in public toilets and aqua privies in the past five years is provided at **Annex 6**.

(f)

13. Since 2000, FEHD has implemented a Public Toilet Refurbishment Programme and shortlisted a specific number of public toilets for refurbishment works annually. FEHD will consider relevant criteria as a whole in setting the priority for inclusion into the Programme, namely:

- (a) public toilets of old design which have not undergone major refurbishment;
- (b) public toilets with high utilisation rates;
- (c) public toilets located in popular scenic areas or at tourist spots; and
- (d) public toilets with unsatisfactory internal condition/state of wear and tear.

14. In respect of (a), we would assess whether the public toilets are of old design, generally with regard to the time lapse since the public toilets were built or last refurbished. On (b), a toilet with 300 or more daily visitors on average is classified as having a high utilisation rate. Since early 2019, FEHD has progressively conducted an infrared sensor counting exercise to replace manual counting to assess the number of visitors to public toilets. On (c), we would consider the public toilets based on our knowledge of traditionally known tourist spots and referral from the trade and local community as well as the views of the Tourism Commission. On (d), internal condition/state of wear and tear of a public toilet is assessed internally by district staff who conduct regular on-site inspections.

(g)

15. To improve the hygiene conditions and making facilities of public toilets more convenient and user friendly, FEHD continues to introduce new

facilities and technologies into the refurbishment programme. In general, the workflow for adoption of the new facilities and technologies is as follows:

- ◆ FEHD to explore new facilities/technologies through various channels including the internet, by reaching out to the trade, local research and development institutions, and by conducting field visits;
- ◆ FEHD to conduct surveys and market research in studying the cost effectiveness and feasibility of application to public toilets;
- ◆ FEHD to consult relevant departments, notably ArchSD and Electrical and Mechanical Services Department, on technical feasibility where appropriate;
- ◆ FEHD to conduct pilot trials at selected public toilets; and
- ◆ If the result is considered satisfactory, FEHD to apply the technology to a larger scale testing covering more public toilets for evaluation before full implementation.

(h)

16. ArchSD is the department responsible for the capital works for construction, reprovisioning and refurbishment of public toilets and aqua privies. ArchSD will provide the relevant information to Public Accounts Committee separately.

(i)

17. For public toilets with cleansing services provided by in-house staff and public toilets with cleansing services provided by contractors, the guidelines of inspection frequency are provided in **Annex 7**.

(j)(i), (ii)&(iii)

18. As at 1 December 2019, 34 outsourced street cleansing services contracts are in force, which cover cleansing services of public toilets and aqua privies. The number of bids received for each tender ranged from 2 to 6. A breakdown is provided in **Annex 8**.

19. FEHD has enhanced the marking scheme for procuring street cleansing services which cover cleansing services of public toilets and aqua privies, for tenders issued on or after 1 April 2019, to implement the new policy announced by the Chief Executive in October 2018 to better protect non-skilled workers. Specifically, the weighting of technical assessment has been increased from 30% to 50%; and the weighting of the wage level of non-skilled workers has been increased from 16% to 25% in the technical assessment. Of the 34 outsourced street cleansing services contracts in force as at 1 December 2019, 8 were tendered on or after 1 April 2019 and adopted the enhanced marking scheme. The average committed monthly wage for toilet attendants employed by the successful bidder of these outsourced services contracts is about \$12,810. This is about 20% above the average committed monthly wage at about \$10,610 for the other contracts tendered before introduction of the enhanced marking scheme.

Yours sincerely,



(POON Ping-yeung)

for Director of Food and Environmental Hygiene

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**Handbook on  
Standard Features  
for Public Toilets**

**Planning & Development Section  
Food and Environmental Hygiene Department  
December 2011**

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## **CHAPTER 1**

### **OVERVIEW**

#### **Planning Guidelines**

- 1.1 The Hong Kong Planning Standard and Guidelines do not specify the criteria for the provision of public toilets on a population basis or any other basis.
- 1.2 In general, consideration would be given to providing public toilets at tourist spots and locations with anticipated high patronage rate and without adequate alternative toilet facilities in the vicinity (e.g. toilets within public/commercial venues like parks, playgrounds or shopping arcades) to serve the public/tourists.

#### **New Construction Projects and Re provisioning Projects**

- 1.3 It is the onus of user sections to critically examine and fully justify the need for new or re provisioned public toilets having regard to all relevant factors including but not limited to existing and anticipated patronage rate, availability of similar facilities in the vicinity, etc.

#### **Refurbishment of Public Toilets**

- 1.4 FEHD has implemented a Public Toilet Refurbishment Programme since 2000 to bring new looks to public toilets with enhancement in design and facilities. The Programme is ongoing with funding from Block Vote 3004GX under ArchSD's control.

#### **Conversion of Aqua Privies into Flushing Toilets**

- 1.5 Since 2005, FEHD has been converting aqua privies (i.e. village-type dry latrines) into flushing toilets under a phased programme, with the final phase scheduled tentatively to be completed in 2013.

#### **Compliance with Barrier Free Access Requirements**

- 1.6 Provision of male toilet, female toilet and accessible unisex toilet should comply with the requirements in the prevailing "Design Manual – Barrier Free Access" issued by Buildings Department and other legislation and codes of practice relating to barrier free access.

## **Compliance with Smoking (Public Health) Ordinance (Cap. 371)**

- 1.7 In accordance with the Ordinance, public indoor places are designated as no smoking areas. Smoking is therefore prohibited in public toilets. No ash trays should be provided in the toilets.

## **CHAPTER 2**

### **EXTERNAL DESIGN OF PUBLIC TOILET**

#### **General Layout**

- 2.1 Public toilets normally comprise a male toilet, a female toilet and an accessible unisex toilet.
- 2.2 All toilets should be provided at ground floor level. If female and male toilet facilities cannot be provided on the same floor due to site or other constraints, female toilet should be located on the ground floor or lower floor as far as possible.
- 2.3 If both male toilet and female toilet are required to be located on upper floor level due to site constraint, separate entrances at ground floor level should be provided for male toilet and female toilet as far as practicable.
- 2.4 The accessible unisex toilet should normally be at ground floor level. If not, it should be accessible by wheelchair users with special designs (i.e. an accessible route should be provided for wheelchair users by provision of an accessible ramp or lift).
- 2.5 If a public toilet is located inside a building, it should be located at areas with natural ventilation and natural lighting available as far as practicable.

#### **Outlook**

- 2.6 The external outlook should match with the surrounding environment and give an image of public toilet as a healthy, clean, safe and decent public facility.
- 2.7 Feature wall on the exterior should be considered for the public toilets in tourist areas to create a lively atmosphere.

*Example (1) : - External colour scheme and design to match with the surrounding environment*



*Tui Min Hoi (Chui Tong) Public Toilet (Sai Kung)*



*Tai Po Old Market Public Toilet (Tai Po)*



**Example (2) : - Modern external design**



*Lantau Link Viewing Platform Public Toilet (Kwai Tsing)*

**Example (3) : - Use of feature wall for external wall design**



*Ngong Ping Road Interchange Public Toilet (Islands)*

- 2.8 Finishing materials for external walls should be easy to maintain and easy for cleansing as far as possible. Due care should be taken in the use of reflective materials to avoid causing nuisance to nearby residents.

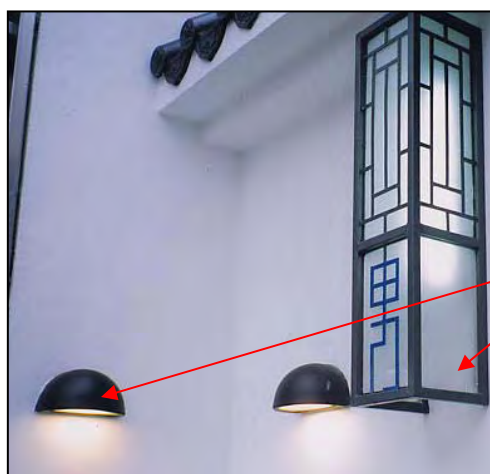
### External Lighting

- 2.9 Decorative feature lighting should be introduced to enhance illumination to the external elevation of the toilet. The installation should take into account the need to protect the environment and to minimise lighting impact on nearby residents with appropriate measures introduced (e.g. adjusting the angle of the external lights, using lamp shades, directing external lights downwards, etc.).



Decorative  
feature  
lighting on  
external  
walls

*Lantau Link Viewing Platform Public Toilet (Kwai Tsing)*



Decorative  
feature lighting  
on external walls

*Fong Ma Po Public Toilet (Tai Po)*



## **Cat Ladder**

- 2.10 Cat ladder will be provided for access to the roof-top for inspection/maintenance of water tank if necessary. Cat ladder should be placed at external wall of male toilet and far away from windows/louvers of female toilet as far as possible. Cat ladder should also be placed far away from the windows and balconies of adjacent buildings that are very close to the public toilet.

## **CHAPTER 3**

### **INTERNAL DESIGN OF PUBLIC TOILET - TOILET COMPARTMENT AND URINAL**

#### **Toilet Compartments in Male and Female Toilets**

##### **3.1 Provision of Toilet Compartments in Male and Female Toilets**

3.1.1 The ratio of 1 male to 2 female toilet compartments should be used as a general guideline, unless otherwise specified. The actual number of toilet compartments should depend on site condition, space availability, usage pattern and operational need.

##### **3.2 Provision of Pedestal and Squatting Types Water Closets**

3.2.1 Both pedestal and squatting types water closets should be provided. Generally, the ratio of 1 pedestal type water closet to 1 squatting type water closet should be adopted. The actual number of pedestal and squatting type water closets should depend on site condition, space availability, usage pattern and operational need. Consideration should be given to providing more pedestal type water closets in public toilets at tourist spots to cater for the needs of overseas tourists.



Pedestal type water closet



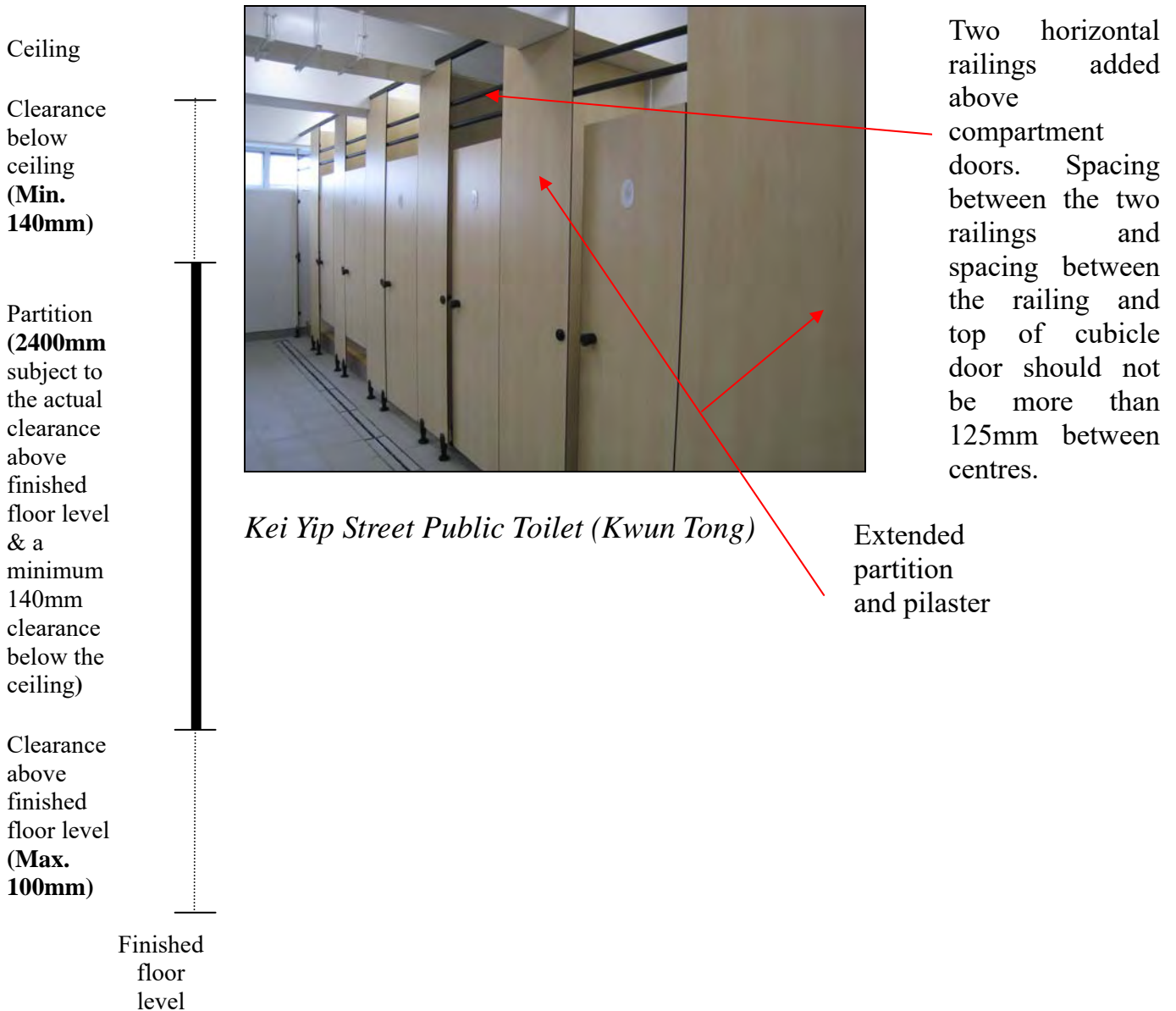
Squatting type water closet

#### *Kam Tin Market Public Toilet (Yuen Long)*

3.2.2 When eight or more male or female toilet compartments are provided, one of the pedestal type water closets should be at children-height level, i.e. about 300mm to 350mm from finished floor level. The actual provision should depend on site condition, space availability, usage pattern and operational need.

### 3.3 General Design of Water Closet (WC) Compartments

- 3.3.1 Internal area for each WC compartment should measure 900mm wide and 1700mm long between finished wall surfaces. The length can be reduced to 1500mm if water cistern is installed in the service passage or walk-in service duct behind the WC compartment.
- 3.3.2 Compartments are enclosed by proprietary partitions and doors. Water resistant and durable materials of colours matching with the internal environment should be used.
- 3.3.3 Compartment doors and partitions shall not exceed 100mm clear above finished floor level. Actual clearance above finished floor level should take into consideration cleansing, ventilation and sightline concerns.
- 3.3.4 The compartment partitions should measure 2400mm in height (not including the actual clearance above finished floor level), subject to a minimum clearance of 140mm between the ceiling and the top of compartment partitions. For toilets with higher than usual ceilings, leaving significant space between the top of the partition and ceiling, the partition should be extended as appropriate or horizontal railings (which should be in tubular shape and of about 25mm to 38mm in diameter) should be added above the compartment partitions. The spacing between tubular railings and top of the partition should not be more than 125mm (measured from centre of the tubes).
- 3.3.5 The compartment doors should measure 1830mm in height (not including the actual clearance above finished floor level). Pilasters should be of the same height as the compartment partitions (i.e. should measure 2400mm in height, not including the actual clearance above finished level), two horizontal tubular railings (of about 25mm to 38mm in diameter) not more than 125mm apart (measured from the centre of the tubes) should be added above the compartment door.
- 3.3.6 Railings, supporting frame, hinges, locks and legs for cubicle partitions & compartment doors should be of colours matching with the toilet cubicle door/partition. They should also be durable against corrosion and heavy usage.
- 3.3.7 Notwithstanding that squatting type cubicle is provided, flat floor design throughout the toilet should be adopted if circumstances permit. In case of technical or site constraint, localized raised floor design should be adopted with steps to tackle the level difference. Warning strips should be added along the edge of the steps to alert toilet users.



- 3.3.8 Hand-grip rails in white colour coating should be provided on both sides of squatting type and pedestal type toilets to assist the elderly and health impaired persons.
- 3.3.9 Hand-grip rails should measure 750mm above finished floor level for the higher end (near the cubicle door) and 550mm above finished floor level for the lower end (near the rear of the cubicle) for squatting type toilets.
- 3.3.10 Hand-grip rails should measure 850mm above finished floor level for the higher end (near the cubicle door) and 650mm above finished floor level for the lower end (near the rear of the cubicle) for pedestal type toilets.



Hand-grip rails in white colour coating on both sides of the pedestal type toilet

*In Ku Lane Public Toilet (Central/Western)*

3.3.11 The following small fittings should be provided in each toilet compartment –

- (i) Door stoppers at about 200mm above the finished floor level, either at compartment doors or compartment partitions
- (ii) Coat hook at about 500mm below the top of the cubicle door, and in a colour matching with the partition/door of the WC compartment and other accessories like hinges, locks, legs, etc.
- (iii) A slanted semi-circular protective cover/ledge above the coat hook rendering a narrow gap of 50mm between the two. The dimensions of the cover/ledge should be 50mm in radius and 12mm to 13mm thick. The cover/ledge should be made of solid surfacing material (e.g. “Corian”, “Surrell” or other similar materials) in a matching colour with vanity benchtop or compartment partitions/doors. The design of the cover/ledge and coat hook should be compatible with each other.
- (iv) Small rectangular rack in size measuring about 150mm x 200mm with round corners should be positioned above the toilet paper holder and at a height of about 900mm to 1200mm above the finished floor level (i.e. at the eye level of toilet users in a sitting position). The small rack should be of solid surfacing material (e.g. “Corian”, “Surrell” or other similar materials) in a matching colour with vanity benchtop or WC compartment.
- (v) Toilet paper holder
- (vi) Wall-mounted sanitary disposal bin (for female WC compartment only) of recess type installed at the rear

3.3.12 Water cisterns and related piping should be concealed by panels, leaving appropriate space/ access openings behind for installation of the disinfecting devices/ future maintenance. If water cisterns are only partially concealed by flat platforms placed on top, slanted ledges (with an angle of about 45°) should be added.



Coat hook with cover/ledge



Small rack above toilet paper holder



Toilet paper holder



Recess-type sanitary disposal bin



Cistern and related piping are concealed from view, leaving the toilet cubicle clean and tidy

*Kwai Fong Station Bus Terminus  
Public Toilet (Kwai Tsing)*



Slanted ledge covering water cistern

*Lei Yue Mun (Ling Nam Sun Tsuen)  
Public Toilet (Kwun Tong)*

3.3.13 WC compartments located at dead ends should be avoided where possible for security reasons.

#### 3.4 Baby Rest

3.4.1 Baby rest should be installed in at least one female cubicle if site conditions permit. If there is enough space, provision of a baby rest in one male WC cubicle and the accessible unisex toilet may be considered. The actual provision should depend on site condition, space availability, usage pattern and operational need.

3.4.2 The baby rest should be installed inside a pedestal cubicle, the size of which should be suitably enlarged.

3.4.3 The baby rest of a floor standing type with a fixed front guard should be securely affixed to the floor and the wall/ the toilet compartment partition.

(Please refer to photos under para. 6.20)

### Urinals in Male Toilets

#### 3.5 Provision of Urinals in Male Toilets

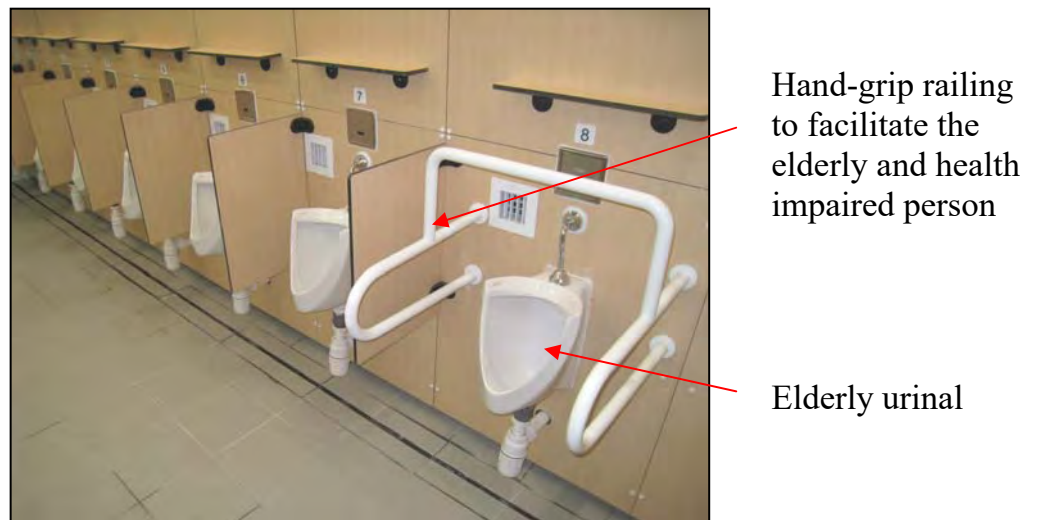


- 3.5.1 Ceramic urinal bowls (about 580mm to 620mm above finished floor level) with modesty boards should be provided.
- 3.5.2 The modesty board separating each urinal should be of adequate size for addressing sightline and privacy concerns.
- 3.5.3 One accessible urinal in compliance with the requirements of the prevailing “Design Manual - Barrier Free Access” should be provided for use by persons with ambulant disabilities, the elderly and children when more than one urinal is provided, unless there is space or other constraints.
- 3.5.4 When eight or more urinals are provided (including the accessible urinal), provision of one children-height (with a front rim not higher than 400mm) or one elderly (with hand-grip railing installed) urinal may be considered on a case-by-case basis depending on site condition, space availability, usage pattern and operational need.
- 3.5.5 The vertical grab rail for the accessible urinal and hand-grip railing for elderly urinal should be in white colour coating similar to those in WC compartments.
- 3.5.6 A shelf / rack above the urinals of about 100mm in depth for putting personal belongings should be provided. The shelf / rack should be made of the same material of the vanity benchtop and of matching colour.
- 3.5.7 Cisterns of the urinals and the related piping should be concealed as far as practicable, leaving appropriate space / access openings for installation of the disinfecting devices / to facilitate future maintenance.



*Kwai Fong Station Bus Terminus Public Toilet  
(Kwai Tsing)*





*Tai Po Centre Public Toilet (Tai Po)*

## **Flushing System**

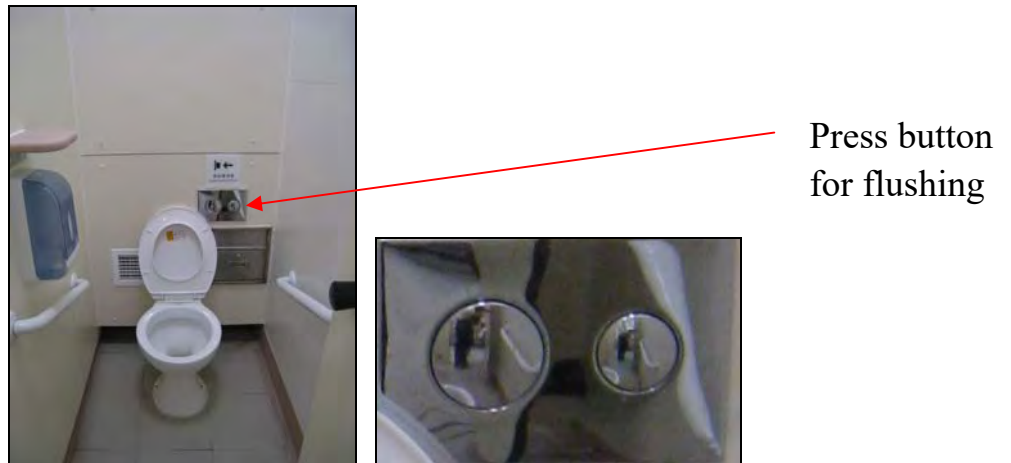
### **3.6 Flushing System for Toilet Compartments and Urinals**

- 3.6.1 If site conditions permit, valve-type flushing system should be used. The flushing valves should be a model and type approved by Water Supplies Department. The related piping for the flushing system should be concealed.
- 3.6.2 For toilets where installation of flushing valves is found infeasible, water cisterns and the related piping should be concealed from view.
- 3.6.3 Sensor type flushing system should be installed in the WC cubicles and at urinal bowls if site conditions permit. Flushing sensors should be equipped with an overriding manual button so that manual flushing could be effected in case of malfunctioning of the flushing sensor.
- 3.6.4 If no sensor type flushing system could be provided for WC cubicles, provision of button-type flushing device operated by hand is preferred over foot pedal device.
- 3.6.5 If site conditions do not permit installation of sensor type flushing system at urinal bowls, auto-flushing system should be adopted and set to flush at an appropriate frequency subject to the usage rate, type of flushing water and type of sewer treatment system (e.g. at every 10 - 15 minutes if fresh water is used for flushing or if holding tanks for temporary storage of waste/ bio-treatment system is used).

- 3.6.6 Flushing water for urinal bowls should be by means of individual sparge outlets, specifically designed for the selected brand of urinal, to ensure full flushing over the entire inner surface without spillage onto the surrounding floor.



*Mei Foo Sun Chuen Bus Terminus Public Toilet (Sham Shui Po)*



*Stanley Main Street Public Toilet (Southern)*

### **Accessible Unisex Toilet**

- 3.7 Provision of accessible unisex toilet should comply with the requirements in the prevailing “Design Manual – Barrier Free Access” issued by Buildings Department and other legislations and codes of practice relating to barrier free access.
- 3.8 Accessible unisex toilet for use by persons of both sexes and access to which does not necessitate traversing an area reserved for one sex should be provided. The toilet should, where possible, be accessible from a public corridor or directly from outside the building so that the toilet can be used by persons with a disability, wheelchair users, the elderly and the elderly with frailty, etc., with assistance from members of either sex if necessary.



Accessible unisex toilet

*Tui Min Hoi (Chui Tong) Public Toilet (Sai Kung)*



*Tai Po Centre Public Toilet (Tai Po)*

- 3.9 Coat hook, small rack, toilet paper holder, electric hand dryer, litter bin, hand sanitizer and other small fittings available in male and female toilets, should be provided and positioned suitably for use by wheelchair users.
- 3.10 An emergency call bell, with audible signal and red warning light signal, should be provided at the accessible unisex toilet. To minimize nuisance to nearby residents, the alarm system should be provided with a manually reset function (without keys) and an automatic device which stops the audible signal not more than 15 minutes after activation. Once the alarm system is activated, the red warning light signal should remain on until the alarm system is reset.



Emergency call bell, with audible signal and red warning light signal, above the entrance of the accessible unisex toilet

*Lei Yue Mun (Ling Nam Sun Tsuen) Public Toilet  
(Kwun Tong)*

- 3.11 Door fastening of the accessible unisex toilet should be capable of being released from the outside in the event of an emergency. The door/ door fastening shall be equipped with push-type or lever-type handle (capable of being easily opened/ closed by one hand) and an indicator bolt for indicating whether the toilet is occupied/ vacant in color. The door should also be designed to swing outward unobstructively.
- 3.12 Consideration may be given to installing an alarm that would be activated when the door is opened from the outside when the toilet is in use and locked from the inside on a need basis. If the door fastening can be released with a coin from the outside, door alarm that would be activated once a “coin” is inserted to open the door from the outside could be adopted. (To minimize nuisance to nearby residents, the alarm system should be provided with a manually reset function (without keys) and an automatic device which stops the audible signal not more than 15 minutes after activation. Once the alarm system is activated, the red warning light signal should remain on until the alarm system is reset.)
- 3.13 In addition to the alarm provision or as an alternative, a warning notice shall be displayed to alert the public that it is an offence to enter the occupied accessible unisex toilet by forcible or improper means. The warning notice is set out as follows -

除緊急情況外，強行或以不當方法進入有人使用的廁格，最高可被罰款二千元。

**UNLESS DURING AN EMERGENCY, ENTERING ANY OCCUPIED TOILET COMPARTMENT BY FORCIBLE OR IMPROPER MEANS IS LIABLE TO A MAXIMUM FINE OF \$2,000.**



Door lock can be opened  
with a coin from outside

*Lantau Link Viewing Platform  
Public Toilet (Kwai Tsing)*



Door swings outward  
unobstructively

*Tui Min Hoi (Chui Tong)  
Public Toilet (Sai Kung)*

- 3.14 Water cisterns and related piping should be concealed by panels, leaving appropriate space/ access openings behind for installation of the disinfecting devices/ future maintenance.

## **CHAPTER 4**

### **INTERNAL DESIGN OF PUBLIC TOILET – COMMUNAL AREA**

#### **Internal Fitting-out**

#### **4.1 Wash Hand Basin and Vanity Benchtop**

- 4.1.1 Provision of wash hand basins shall be at the rate of one for every two WC cubicles. Additional wash hand basins shall be provided at the rate of about one for every two urinal bowls at male toilet. In any case, at least one wash hand basin should be provided in each male and female toilet.
- 4.1.2 Normally, wash hand basins should be installed at about 850mm from finished floor level at the maximum.
- 4.1.3 If more than two wash hand basins are provided, one of them should be at children-height level, i.e. around 615mm to 635mm from finished floor level. The water tap and the soap dispenser should be suitably positioned at the side of the wash hand basin within easy reach of children.
- 4.1.4 Wash hand basins made of solid surfacing material (e.g. “Corian”, “Surrell” or other similar materials same as vanity benchtop) should be incorporated in vanity benches, fabricated as a single unit. Stainless steel wash hand basins should be avoided.
- 4.1.5 Vanity benchtop should be made of solid surfacing material (e.g. “Corian”, “Surrell” or other similar materials). Straight edge vanity benchtop (rectangular shape) with round corners is preferred to one with curved-edged fitted into each wash hand basin. Vanity benchtop with sharp corners should be avoided.
- 4.1.6 Back splash without joints should be provided.
- 4.1.7 Apron edge should be provided to prevent spillage of water onto the floor.
- 4.1.8 For wash hand basins provided outside the toilet premises, trough type basin with 2 to 3 taps at suitable intervals should be adopted. Wash hand basins similar to those provided inside the toilet should be avoided. Design of the wash hand trough should match with the surroundings of the toilet.



Apron edge to prevent spillage of water onto the floor

Children-height wash hand basin

Vanity benchtop with round corner



Back splash without joints

*Kin Lung Street Public Toilet (Tuen Mun)*

Vanity benchtop made of solid surfacing material



White-colour wash hand basin

*Kam Tin Market Public Toilet (Yuen Long)*



Wash hand trough outside the toilet premises

*Sai Wan Public Toilet (Sai Kung)*      *Chek Keng Public Toilet (Sai Kung)*

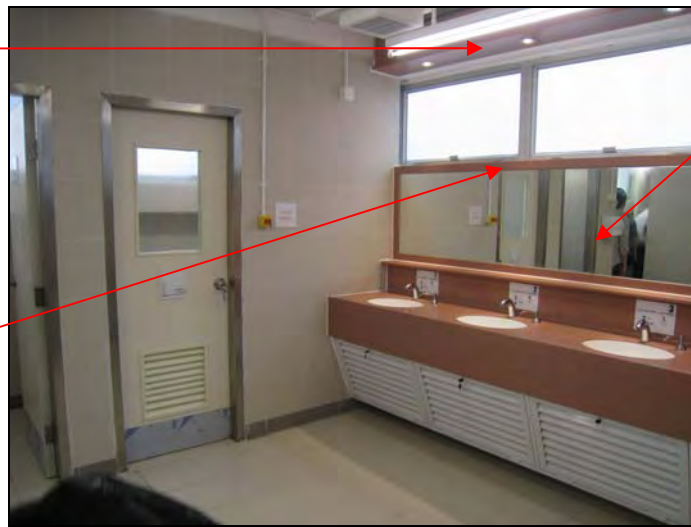
## 4.2 Mirror

- 4.2.1 Glass mirror extended to the full length of the vanity benchtop should be provided. The frame of the mirror should be made of the same material of the vanity benchtop. Light colour or a colour matching with the vanity benchtop should be adopted for the mirror frame.
- 4.2.2 A light trough with suitable light fittings over each wash hand basin should be provided above the mirror. The light trough should be made of the same material of the vanity benchtop. Light colour or a colour matching with the vanity benchtop should be adopted for the light trough.
- 4.2.3 Same colour scheme should be adopted for the mirror frame and light trough.
- 4.2.4 A shelf (about 300mm – 350mm in depth), fixed to the wall above the vanity benchtop and below the mirror, should be provided for the full length of the vanity benchtop. The shelf should be made of the same material of the vanity benchtop and of matching colour.



Light trough with downlight over each wash hand basin

Frame of mirror



Glass mirror extended to the full length of the vanity benchtop

*Lung Kong Road Public Toilet (Kowloon City)*



Shelf provided for the full length of the vanity benchtop, with the benchtop setting forward

*Tai Po Old Market Public Toilet (Tai Po)*

### 4.3 Water Tap

- 4.3.1 Automatic infra-red sensor water taps operated by alternating current should be provided for male toilet, female toilet and accessible unisex toilet. An alternative water tap of hydro generator type with battery back-up may be considered. The water taps should be a model and type approved by Water Supplies Department.

- 4.3.2 The design and workmanship of the water taps should prevent splashing of water onto the vanity benchtop of wash hand basins. The design of infra-red sensor water taps should be user-friendly and standardized as far as circumstances warrant. They should be durable, fitted with sufficiently wide infra-red angle and with instant response in terms of reaction time.



Automatic  
infra-red  
sensor water  
tap

*Kin Lung Street Public Toilet (Tuen Mun)*

- 4.3.3 The size of automatic infra-red sensor water taps provided in accessible unisex toilet should match with the size of the wash hand basin and in usual circumstances, a smaller sized water tap should be used. Where it is not possible to provide infra-red sensor tap in accessible unisex toilet, lever control type water tap without spring loading should be installed. The water tap should not require tight grasping, pinching or twisting of the wrist.



Infra-red  
sensor  
water tap in  
accessible  
unisex  
toilet

*Mei Foo Sun Chuen Bus Terminus Public Toilet (Sham Shui Po)*



Lever  
control type  
water tap in  
accessible  
unisex toilet

*Tai Po Old Market Public Toilet (Tai Po)*

4.3.4 For the wash hand trough provided outside toilet premises, consideration may be given to adopting T-shape press release type water taps with modern design.

#### 4.4 Soap Dispenser

4.4.1 Recess type soap dispenser should be provided for each wash hand basin and mounted on the vanity benchtop.



Soap dispenser (recess type)

*Mei Foo Sun Chuen Bus Terminus Public Toilet (Sham Shui Po)*

#### 4.5 Make-up Corner

4.5.1 For public toilets at prime tourist spots, a make-up corner with a long stretch of vanity benchtop with mirror(s) and a seating bench should be provided in the female toilet, if space permits.



Make-up corner with a seating bench

*Lantau Link Viewing Platform Public Toilet (Kwai Tsing)*

- 4.5.2 If space permits, consideration may be given to providing a full-height mirror in the female toilet.
- 4.6 Baby Changing Counter and Baby Changing Room
  - 4.6.1 A baby changing counter should be provided in male toilet and female toilet respectively, unless site conditions do not permit. Provision of a baby changing counter in the accessible unisex toilet may be considered subject to site condition, space availability, usage pattern and operational need.
  - 4.6.2 Folding baby changing counter should be provided as far as practicable. Models without napkin holder is preferable.
  - 4.6.3 If space warrants provision of a fixed baby changing counter, provision of a soft pad on top of hard supporting surface may be considered. The soft pad, however, should be removable for cleansing purpose. Sharp corners should also be avoided.
  - 4.6.4 The length of fixed baby changing counter should not be too long. If space permits, consideration should be given to installing a seating bench or a foldable chair.
  - 4.6.5 If the fixed baby changing counter is an extension of the vanity benchtop, a low height partition between the baby changing counter and the wash hand basins should be provided to prevent water from splashing to the baby changing counter.



Folding baby changing counter with indicative sign above

*Kam Tin Bor Tei Public Toilet (Yuen Long)*



Provision of napkin holder should be avoided



Low-height partition to prevent the counter from getting wet

Soft pad

Fixed baby changing counter with indicative sign above

*Peak Tower Public Toilet (Central/Western)*



- 4.6.6 A separate baby changing room may be provided if space permits. If such room is provided, it should be equipped with a wash hand basin with vanity benchtop, a seating bench or a foldable chair, a lockable jumbo roll toilet paper holder, a litter bin and an emergency call bell. (To minimize nuisance to nearby residents, the alarm system should be provided with a manually reset function (without keys) and an automatic device which stops the audible signal not more than 15 minutes after activation. Once the alarm system is activated, the red warning light signal should remain on until the alarm system is reset.) The door of the room should be similar to the one provided for accessible unisex toilet and can be opened from outside in case of emergency. The door should also not be too heavy to facilitate user carrying a baby.



*Ngong Ping Road Interchange Public Toilet (Islands)*

#### 4.7 Attendant Room

- 4.7.1 A small cubicle (floor area approximately 3m<sup>2</sup> if space permits) should be provided in each male toilet and female toilet for the attendant / cleansing staff.
- 4.7.2 Generally, solid-core wooden door (instead of hollow door) with mortise lock operated by key externally and thumb-turn internally should be provided for attendant room for security reason. If metal door is used instead, close shackle padlock (instead of open shackle padlock) should be used.
- 4.7.3 Each attendant room should be provided with a viewing panel with tempered clear glass (or a viewing panel on the door) to facilitate the toilet attendant to keep a vigilant watch over the toilet area.



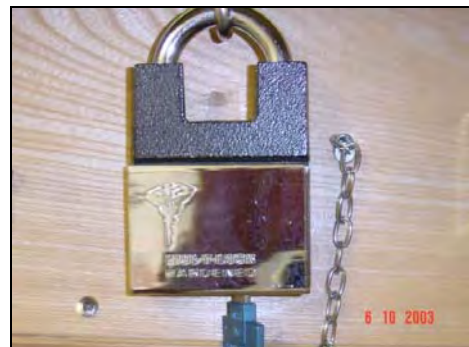
Viewing panel  
on the door of  
attendant  
room

*Lantau Link Viewing Platform Public Toilet (Kwai Tsing)*

- 4.7.4 A 13amp power point and an oscillating fan should be provided inside the attendant room.
- 4.7.5 A key box should be provided inside the attendant room.



Mortise lock for wooden door



Close shackle for metal door

#### 4.8 Slop Sink / Mop Sink

- 4.8.1 A slop sink / mop sink housed inside a compartment should be provided inside each male toilet and female toilet as far as practicable. The slop sink / mop sink should not be exposed in the toilet circulation area.
- 4.8.2 The designated compartment for slop sink should have storage facilities like racks to allow storage of cleansing gear therein.
- 4.8.3 For toilets provided with attendant rooms, the slop sink / mop sink may be housed inside the attendant rooms.

- 4.8.4 If space does not permit, the slop sink / mop sink may be accommodated inside a tailor-made cabinet in the toilet, a compartment outside the toilet premises or may be replaced by provision of lockable water tap underneath the wash hand basin.



Slop sink and storage facilities inside a compartment

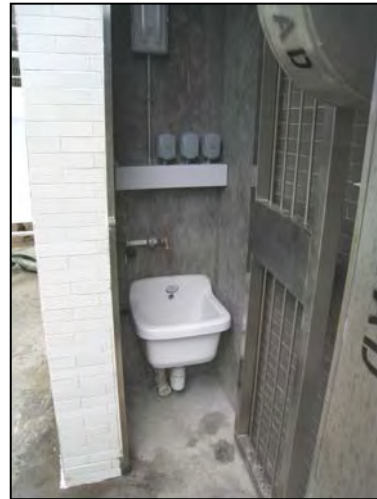
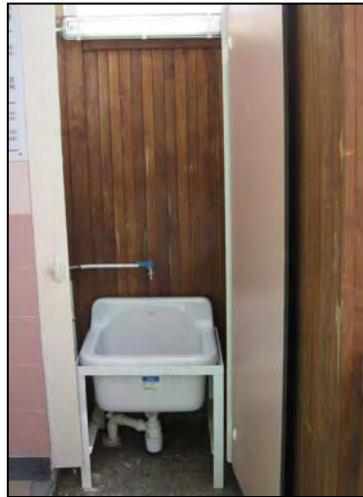
*Tat Tung Road Public Toilet (Islands)*



Slop sink in a tailor-made cabinet

*Tsim Sha Shui Ferry Concourse Public Toilet (Yau Tsim)*





Slop sink in a compartment outside the toilet premises

*Shing Mun Road Public Toilet  
(Tsuen Wan)*

*Lau Fau Shan Roundabout Public  
Toilet (Yuen Long)*

#### 4.9 Other Provision

4.9.1 The following small fittings should be provided in communal area –

- (i) Electric hand dryers, preferably with automatic sensor controlled operation

They should be placed as close to the wash hand basins as practicable. At least one electric hand dryer should be provided at each of female and male toilet. The need to provide more than one electric hand dryer should be assessed case-by-case having regard to the no. of wash hand basins and the layout of the toilet.



Electric hand dryer

*Siu Lek Yuen Village Public Toilet  
(Sha Tin)*

*Tseung Kwan O Industrial Estate  
Public Toilet (Sai Kung)*

- (ii) Litter bins matching with the environment

They should not be placed immediately under hand dryers and should not cause obstruction to the users.

- (iii) Lockable jumbo roll toilet paper holder



Litter bin (wall-mounted)



Lockable jumbo roll toilet paper holder in communal area

*Ta Chuen Ping Street Public Toilet  
(Kwai Tsing)*

*Sheung On Street Public Toilet  
(Eastern)*

- (iv) Aesthetic holders for small planters at a suitable height
- (v) Hand sanitizer of manual-operated type (with refill of hand-gel based antiseptic solution)

Electric hand dryers, litter bins, lockable jumbo roll toilet paper holder and hand sanitizer should be positioned at 1200mm to facilitate both adult and children.

4.9.2 Emergency call bell, with audible signal and red warning light signal, should be installed in communal area in both male and female toilets. To minimize nuisance to nearby residents, the alarm system should be provided with a manually reset function (without keys) and an automatic device which stops the audible signal not more than 15 minutes after its activation. Once the alarm system has been activated, the red warning light signal should remain on until the alarm system is reset.



*Siu Lek Yuen Village Public Toilet (Sha Tin)*

- 4.9.3 Conduits and a 13 amp power point (power point to be provided at the attendant room) should be provided to pave way for the broadcasting of music and educational messages at public toilets with high usage rates or located in popular scenic areas/ hot tourist spots that are stationed by toilet attendants. The conduits provided should facilitate the cable connection for installation of a separate motion sensor near the entrance of male and female toilets for control of the broadcasting of music and educational messages.
- 4.9.4 Water-proof power sockets should be provided to facilitate operation of cleansing equipment by cleansing contractors.
- 4.9.5 Cage for housing mosquito trap (about 460mm (L) x 450mm (W) x 300mm (D)) should be installed at a high level for public toilets in rural area or public toilets in urban area with mosquito problem. Water-proof power socket should be provided for the mosquito trap.



Cage for mosquito trap at a high level

*Tui Min Hoi (Chui Tong) Public Toilet (Sai Kung)*

- 4.9.6 A Cleansing Inspection Register / Box preferably installed with a padlock should be provided.
- 4.9.7 There is no need to provide gates or doors at the respective main entrances to male toilet and female toilet unless otherwise specified. Instead, eyelets should be provided at the two sides of the entrances for hanging of chain or notice for temporary closure of toilet in case of need.

## **Internal Finishing and Colour Scheme**

### **4.10 Wall**

- 4.10.1 Large wall tiles (preferably not less than 300mm x 300mm) with matt finishes should be used, as far as practicable.
- 4.10.2 If dado/ border wall tiles are adopted, their dimensions should be aligned with the background wall tiles. If upper and lower portions of wall tiles with different colours are adopted, same wall tile dimensions should be adopted.
- 4.10.3 Wall tiles should preferably be fitted up to the ceiling. Otherwise, light-colour paint that is easy to maintain should be used for the top portion of the wall surface.

### **4.11 Floor**

- 4.11.1 Coloured and large floor tiles (not less than 300mm x 300mm) should be used to minimize the number of joints. They should also be non-slippery (with slip-resistance valuation group R10 or equivalent), low-water absorbent and easy for cleansing.
- 4.11.2 Grouting between floor tiles should be proprietary type and low water absorbent to improve waterproofing and be effectively sealed.
- 4.11.3 Skirting tiles should match the selected floor tiles and shall be minimum 100mm high with coving at the junction of the floor and the wall.
- 4.11.4 Non-slippery nosing tiles with a distinctive colour and round edge should be installed along the step in front of raised floor area for safety reason.



Skirting tiles should match the selected floor tiles and shall be minimum 100mm high with coving at the junction of the floor and the wall

*Lau Fau Shan Roundabout Public Toilet (Yuen Long)*

#### 4.12 Ceiling

4.12.1 Light-colour paint that is easy to maintain can be used for ceiling surface. False ceiling should be avoided for easy cleansing and maintenance.

4.12.2 Junctions of floor tiles and wall tiles should be coved.

#### 4.13 Internal Colour Scheme

4.13.1 Bright / Light colour scheme should be used to create a pleasant environment.

*Example (1) : - Use of bright colour scheme for male and female toilets to produce a healthy, clean and pleasing atmosphere*



Female Toilet



Male Toilet

*Anchor Street Playground Public Toilet (Mong Kok)*





Female Toilet



Male Toilet

*Pok Man Street Public Toilet (Mong Kok)*



Female Toilet



Male Toilet

*Mei Foo Sun Chuen Bus Terminus Public Toilet (Sham Shui Po)*

*Example (2) : - Use of feature wall tiles at toilet entrances to highlight male and female toilets*



Female Toilet



Male Toilet

*Apleichau Municipal Services Building Public Toilet (Southern)*

## Materials with Properties that Can Retard Bacteria Growth

- 4.14 Consideration may be given to using materials with properties that can retard the growth of bacteria or materials with similar performance (e.g. materials of low water absorbent properties) for the wall and floor tiles, WC pans, wash hand basins, etc., in particular, in public toilets of high / medium usage rate.

## Lighting

- 4.15 Sky light and light reflection panels should be introduced to bring in natural lighting.



Use of sky light to bring in natural lighting

*San Hing Back Street Public Toilet (Islands)*



Glass panel to allow for natural lighting

*Kowloon Tong Public Transport Interchange Public Toilet (Kowloon City)*

- 4.16 Energy efficient fluorescent tubes with electronic ballasts should be adopted (e.g. the prevailing type is T5).
- 4.17 For toilet with relatively low usage rate, motion sensor may be provided for the control of artificial illumination for energy saving.



Motion sensor control installed inside toilet

*Liu To Village Public Toilet (Kwai Tsing)*

### **Sightlines**

- 4.18 Care should be exercised in the design to ensure that there are no unobstructed sight lines via doorways, windows, sky lights, ventilation openings from outside into the toilet areas. Sightline problem caused by reflection of mirrors should also be avoided.
- 4.19 In case a screen wall is required to rectify the sightline problem, light colour scheme should be adopted for the panel and frame of the screen wall. Graphic design on the screen wall may be considered subject to the location of the public toilet.
- 4.20 Both ends of the service corridor shall be properly guarded to prevent the public from seeing through the corridor.





Screen wall

*Lantau Link Viewing Platform Public Toilet (Kwai Tsing)*



Screen wall

*Tseung Kwan O Industrial Estate Public Toilet (Sai Kung)*

### **Service Passage or Walk-in Services Ducts**

- 4.21 Service passage or walk-in services ducts behind WC compartments should be provided if site conditions permit. Access for service passage or walk-in services ducts should be provided outside the toilets or through the male toilet.
- 4.22 If site conditions do not permit (e.g. due to limited space), consideration may be given to dispensing with the service corridor. In such cases, water cisterns and service and drainage pipes should be concealed behind removable panel fully compatible with the design of the toilet cubicle partitions.

## **CHAPTER 5**

### **DRAINAGE AND VENTILATION**

#### **Prevention of Wet Floors**

##### **5.1 Blower Fan**

- 5.1.1 Blower fans, preferably one for one to two wash hand basins, should be provided beneath the vanity benchtop to assist evaporation of moisture. Cover for the blower fans should be of louvre type or perforated to facilitate air circulation.



Blower fans  
underneath  
wash hand  
basins

*Pak Shing Street Public Toilet cum Bathhouse (Tai Po)*



Blower fan

*Lung Kong Road Public Toilet (Kowloon City)*

## 5.2 Drainage

5.2.1 Adequate floor drains should be provided. In particular, surface channel with movable matching slab cover or dish channel should be provided at the following areas-

- (i) Along the front of WC compartment.
- (ii) Under the wash-hand basins, extending the full width of the range of basins and located about 200mm away from the wall to which the basins are fixed.
- (iii) Under the urinals, extending the full width of the range of urinals and located about 300mm away from the wall to which the urinals are fixed.
- (iv) In the front of the entrance to the toilet (only surface channel with movable matching slab cover should be provided).

5.2.2 The interior floor should be provided with a noticeable fall gradient for quick direction of water to dish/surface channels.

5.2.3 All surface channels should be covered with movable slab cover of up-to-date design and with the same floor tiles selected as far as circumstances warrant. Hole in channel cover and slot of gratings should comply with the requirements in the prevailing “Design Manual – Barrier Free Access” issued by Buildings Department. Stainless steel grating cover should be avoided.



Surface channel with matching cover using the same floor tiles selected

*Mei Foo Sun Chuen Bus Terminus Public Toilet (Sham Shui Po)*



Floor  
drain

*Siu Lek Yuen Village Public Toilet (Sha Tin)*

## Ventilation and Odour Control

### 5.3 Ventilation

- 5.3.1 Large-size opening and fixed louvre system or raised / extended roofing design should be adopted to enhance natural ventilation as far as practicable.
- 5.3.2 Louvre-type windows with large fins of durable materials such as aluminum / tempered glass / fibre glass of modern design should be provided at high level openings. Old style louvre windows with small wired glass fins should be avoided.



Raised  
roof top  
and fixed  
louvre  
system at  
high level

*Lei Yue Mun (Ling Nam Sun Tsuen) Public Toilet (Kwun Tong)*



Louvre-type windows with fins of tempered glass of modern design

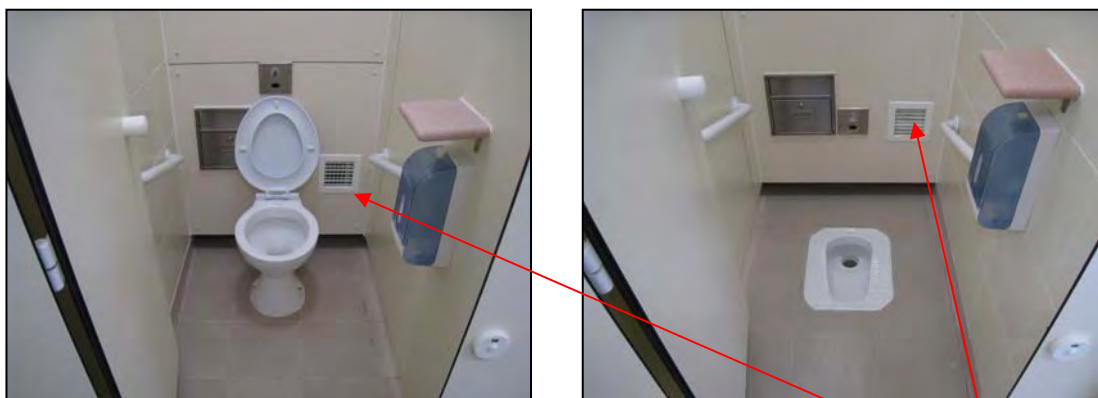
*Man Fai Street Public Toilet (Central/Western)*

5.3.3 Mechanical ventilation system should be suitably designed and installed to provide adequate air exchange on top of natural ventilation.

#### 5.4 Odour Control

5.4.1 Odour source oriented air exhaust fans should be provided in WC compartments for even air change and immediate odour removal whenever circumstances warrant. Air exhaust fans should be positioned at low level near odour source at about 150mm above the finished floor level.

5.4.2 The point of external discharge should be suitably positioned at high level and away from public areas.



*Kam Tin Bor Tei Public Toilet (Yuen Long)*

Air exhaust fan at low level near odour source

5.4.3 An exhaust system should be provided above urinals to improve ventilation.





Air exhaust fan near odour source

*Kam Tin Bor Tei Public Toilet (Yuen Long)*



Exhaust system above urinals

*Kei Yip Street Public Toilet (Kwun Tong)*

## 5.5 Others

- 5.5.1 Oscillating / Wall-mount fans at a high level should be provided in the communal area.



Oscillating fan at communal area to facilitate air circulation

*Nam Cheong Street Public Toilet (Sham Shui Po)*



Wall-mount fan  
at a high level

*Kam Tin Bor Tei Public Toilet (Yuen Long)*

5.5.2 Automatic air-refresheners should be provided.



Air-refresher

*Yan King Road Bus Terminus Public Toilet (Sai Kung)*

## **CHAPTER 6**

### **SIGNAGE**

#### **Toilet Title on External Wall**

- 6.1 A toilet title sign, bearing the FEHD's logo (on the left-hand side of the Chinese and English toilet titles), should be displayed at the external wall of public toilet. The sign should be easily replaced without damaging the wall surface.
- 6.2 For toilet premises with bathhouse facilities co-existing with toilet facilities, it is not necessary to put the word "Bathhouse" on the title sign.
- 6.3 The sign should be made of durable non-reflective material (such as aluminum with powder coating).
- 6.4 The toilet title, FEHD's logo and any thematic background of the toilet title sign should have durable colours which will not fade under exposure to sunlight.



*Nam Cheong Street Public Toilet  
(Sham Shui Po)*



*Lok Ma Chau PTI Public Toilet  
(Yuen Long)*





*Tuen Mun Ferry Pier Public Toilet  
(Tuen Mun)*

### **Illuminated Sign Box / Wall-mounted Sign on External Wall**

- 6.5 An illuminated sign, with the conventional international symbol of male, female or accessibility, should be provided at the respective entrances to male toilet, female toilet and accessible unisex toilet as appropriate. The sign should be eye-catching, aesthetically-designed and easily seen from various directions at all times.
- 6.6 A bilingual (Chinese and English) wall-mounted signage, comprising the words '男廁/MALE TOILET', '女廁/FEMALE TOILET' or '廁所/TOILET' and conventional international symbol of male, female or accessibility as appropriate, should be provided at eye-level at the respective toilet entrances.



**Illuminated sign box**

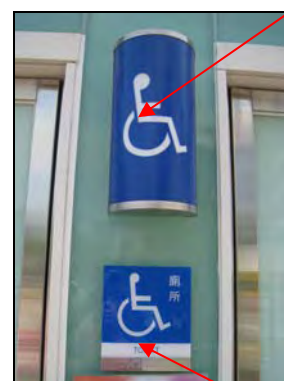
*Tai Po Old Market Public Toilet (Tai Po)*



Illuminated sign box

*Tai Po Centre Public Toilet (Tai Po)*

- 6.7 Braille and tactile sign should be provided at the respective entrances to the male toilet, female toilet and accessible unisex toilet.
- 6.8 The illuminated sign, wall-mounted sign and braille and tactile sign should comply with the requirements in the prevailing “Design Manual – Barrier Free Access” issued by Buildings Department. The international symbol of accessibility shall be the wheelchair figure in white on a blue background.



Illuminated sign box

Wall-mounted signage plate with Braille sign

*Expo Drive East Public Toilet (Wanchai)*

- 6.9 For male and female toilets provided with baby changing counters, it is not necessary to provide an additional sign for the counter outside the toilets. However, the sign for baby changing counter should be displayed outside the accessible unisex toilet provided with such a facility.



Sign for baby changing counter outside the toilet for accessible unisex toilet



*Yip Fat Street Public Toilet (Southern)*

- 6.10 If there is a baby changing room in the toilet, wall mounted signage plate should be provided outside the baby changing room.

### Composite Sign

- 6.11 A bilingual (Chinese and English) composite sign comprising the FEHD logo and the following words and related symbols should be provided in communal area of male and female toilets and inside accessible unisex toilet -

- (i) 男廁 / 女廁 / 廁所 (*as appropriate*):  
MALE TOILET / FEMALE TOILET / TOILET (*as appropriate*):  
(Remarks : The above words and related symbols should be placed on the left hand side of the sign)
- (ii) 小心地滑  
CAUTION : WET FLOOR  
(Remarks : The characters' size should be relatively large to draw the attention of toilet users)
- (iii) 嚴禁吸煙  
NO SMOKING
- (iv) 不准棄置報紙於廁盆  
請放入垃圾箱  
NO NEWSPAPER IN WATER CLOSET PANS  
PLEASE USE LITTER BINS

- (v) 嚴禁取走公廁的水到別處使用  
TAKING AWAY OF WATER FROM THE PUBLIC TOILET FOR USE ELSEWHERE IS PROHIBITED
- (vi) 如有投訴或意見請電 XXXX XXXX 或熱線電話 2868 0000  
FOR COMPLAINTS OR SUGGESTIONS, PLEASE TELEPHONE : XXXX XXXX OR HOTLINE : 2868 0000  
(Remarks : The telephone number 'xxxx xxxx' shall vary in different districts and, therefore, should be confirmed with district management in advance)



Composite sign

*Tseng Tau Chung Tsuen Public Toilet (Tuen Mun)*

[Note: Composite sign to be updated as according to para. 6.11]



## Information Sign

6.12 A bilingual (Chinese and English) information sign should be provided for each of the following provisions for indicative purpose –

- (i) Automatic infra-red sensor water tap (“電子感應龍頭/ AUTOMATIC SENSOR TAP”) (The sign should also indicate the number of the wash hand basin to which the water tap is fixed for identification purpose. The number sign should not be conspicuous).
- (ii) Soap dispenser (“梘液/ LIQUID SOAP”)
- (iii) Emergency call button (“緊急召援/ EMERGENCY CALL” in Chinese, English and Braille in compliance with the requirements of the prevailing “Design Manual – Barrier Free Access”)

Number sign on the indicative sign for infra-red sensor water tap



Indicative sign for infra-red sensor water tap



*Kam Tin Bor Tei Public Toilet (Yuen Long)*



Indicative sign for soap dispenser

*Kam Tin Bor Tei Public Toilet (Yuen Long)*



Indicative sign for emergency call button

*Expo Drive East Public Toilet (Wanchai)*

- 6.13 A bilingual (Chinese and English) signage plate, comprising the words ‘使用後請沖廁/ PLEASE FLUSH AFTER USE’ and the number of the toilet compartment, should be provided inside each of the toilet compartments that are not installed with sensor type flushing system. The number sign should not be conspicuous.



Number sign on the signage plate for flushing

*Nam Cheong Street Public Toilet (Sham Shui Po)*

- 6.14 A bilingual (Chinese and English) signage plate, comprising the words “電子感應沖廁/AUTOMATIC SENSOR FLUSHING” and the number of the toilet compartment, should be provided inside each of the toilet compartments that are installed with sensor type flushing system.

- 6.15 A signage plate with a symbol for squatting or pedestal WC compartment should be provided at the front side of each WC compartment door for indicative purpose. The number sign should be arranged in sequence irrespective of the type of WC compartment.



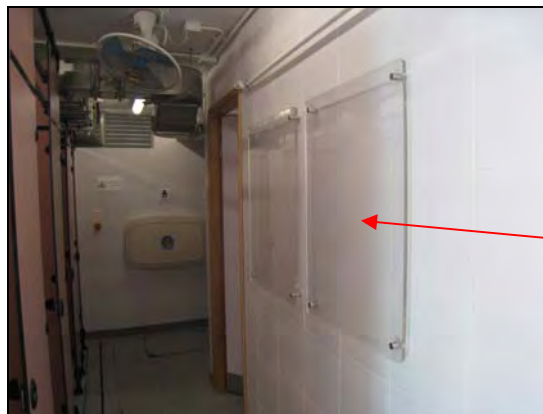
Pedestal WC compartment



Squatting WC compartment

*Siu Lek Yuen Village Public Toilet (Sha Tin)*

- 6.16 The same number should be featured in the number sign on the signage plate for flushing and the signage plate for WC compartment.
- 6.17 Two acrylic poster holders of A-2 size for notice including the cleansing schedule and performance pledge should be provided in the accessible unisex toilet and at the communal area inside each male toilet and female toilet.



Acrylic poster holder of A-2 size

*Tseng Tau Chung Tsuen Public Toilet (Tuen Mun)*

- 6.18 A number plate should be provided for each urinal bowl. However, it should not be conspicuous and preferably be installed beneath the urinal bowls.



Number plates beneath the urinal bowls



*Lung Kong Road Public Toilet (Kowloon City)*

- 6.19 A number plate should be provided for each wash hand basin. It should not be conspicuous and be aesthetically designed.
- 6.20 Proper indicative sign should be displayed on/provided next to the baby rest, and affixed to the door of toilet compartment provided with a baby rest to draw the attention of toilet users. Detailed and clear instructions in bilingual (Chinese and English) on how to use the baby rest should be posted next to the baby rest.



Baby rest with clear indicative sign

*Tai Po Centre Public Toilet (Tai Po)*



Baby rest (floor standing type with fixed front guard) in pedestal cubicle

*Tai Po Centre Public Toilet (Tai Po)*

- 6.21 A bilingual (Chinese and English) signage plate, comprising the words “嬰兒衛生間/BABY CHANGING COUNTER” and the conventional international symbol for such counter, should be displayed on / next to the baby changing counter (for both fixed or folding type baby changing counter).



*Hung Cheung Road Public Toilet (Tuen Mun)*

- 6.22 Simple instructions in English, Chinese and Braille (with appropriate illustrations) on how to unfold the grab rail should be affixed to the wall next to the folding grab rail adjacent to the water closet in the accessible unisex toilet.
- 6.23 A bilingual (Chinese and English) signage plate with the name of the utility room (e.g. ATTENDANT ROOM/值勤室, SLOP SINK ROOM/潔淨用品房, STORE ROOM/儲物室 etc.) should be provided at the door of each of these rooms.



*Hung Cheung Road Public Toilet  
(Tuen Mun)*



*Ma Tin Pok Public Toilet  
(Yuen Long)*



*Tui Min Hoi (Chui Tong) Public  
Toilet (Sai Kung)*



*Lung Kong Road Public Toilet  
(Kowloon City)*

- 6.24 Where appropriate, a bilingual (Chinese and English) warning sign with the words ‘小心地滑 / CAUTION : WET FLOOR’ should be provided at suitable locations.



*Lam Tei Market Public Toilet (Tuen Mun)*

## Others

- 6.25 Where appropriate, a directional sign, with or without illumination, should be provided at suitable locations outside the toilet to guide users to the male toilet, female toilet and accessible unisex toilet. Agreement of Highways Department may need to be sought for signs provided at road side.



*Wan Chai Market Public Toilet (Wanchai)*



*Tai Hang Road Public Toilet (Wanchai)*

- 6.26 All the signs/ illuminated sign boxes should be aesthetically designed. Use of stainless steel (reflective in nature), fragile materials and materials that are subject to corrosion should be avoided.
- 6.27 Chinese words/descriptions of all signage should be displayed on top of English ones.

### **Compliance with Barrier Free Access Requirements**

- 6.28 Signs shall be erected to indicate clearly the exact locations of facilities available for use by persons with a disability in compliance with the requirements in the prevailing “Design Manual – Barrier Free Access” issued by Buildings Department, including provision of Braille and tactile information signs on the adjacent wall to indicate the presence of an opening for landings of staircase leading to an open space or the entrance/ exit of a building, provision of Braille and tactile information on directional arrow and floor number on handrail on every floor at designated location to facilitate persons with visual impairment.

## **APPENDIX**

### **Points to Note for Construction / Reprovisioning / Refurbishment / Conversion Projects**

1. The expenses for provision of portable toilets during works period should be absorbed by the funding of the concerned projects. For projects funded by Refurbishment Block Vote 3004GX, FEHD would indicate the requirement for portable toilets and provide justifications while initiating the projects to ArchSD. ArchSD should include the requirement in the funding application. For projects funded by Minor Building Works Block Vote 3101GX or other funding vote, FEHD should indicate the requirement for portable toilets in the Client Project Brief / Project Definition Statement concerned so that the related expenses can be included in the funding application.
2. For new construction, reprovisioning, refurbishment and conversion projects that are presented at pre-vetting or vetting meetings, works agent and the consultant should be responsible for ensuring that their designs should comply with prevailing requirements (statutory or non-statutory) promulgated by relevant government departments.
3. The following actions should be taken following site possession :
  - (i) The works contractor should display a notice on works programme and contact person, in a conspicuous place on-site, upon site possession in respect of construction / reprovisioning / refurbishment / conversion project.
  - (ii) The works contractor should email to the works department and FEHD a photo on the day of closure to demonstrate that requirement (i) above has been properly followed.
  - (iii) Hoarding should be erected the soonest possible after site possession to prevent the public from entering into the works site.
  - (iv) The works contractor should commence site works the soonest possible after site possession. If delay in works commencement is foreseeable, FEHD should be informed in advance. Where feasible, site possession should be arranged to tie in with the works commencement by the contractor.
  - (v) The works contractor should adhere to the works programme stated on the notice as far as practicable and to avoid unnecessary delay in works completion.



- (vi) The works contractor should keep the works department and FEHD informed if there is known delay in completion. The works completion date on the notice should also be updated accordingly.
- (vii) The works contractor should keep the works department and FEHD informed if there is suspension of works. A notice on the works suspension should be displayed.



Notice on works programme and contact person on site



**Design Guidelines for  
Larger Toilet Compartments for Priority Use by the Elderly  
and Universal Toilets in Public Toilets of FEHD**

**(April 2016)**

**Outline**

In response to Policy Address 2016 for providing larger toilet compartments for priority use by the elderly (priority compartments) and to address LegCo members' concern over the provision of unisex toilets on top of the statutory requirements, FEHD will provide priority compartments and universal toilet in **newly-built/refurbished public toilets where practicable** and the design features/layouts are set out below.

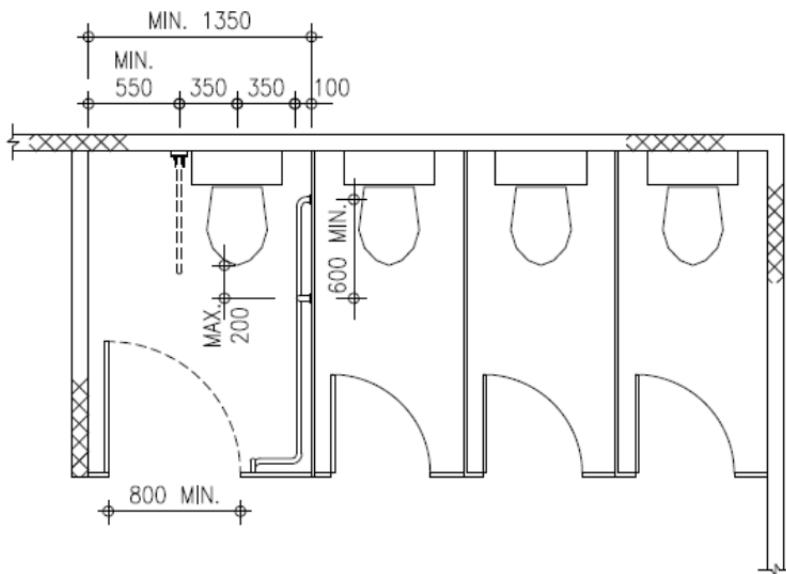
### **Larger Toilet Compartment for Priority Use by the Elderly**

- (a) **Subject to site condition and space availability** and where **four or more toilet compartments** in male *or* female toilets are provided, the **toilet compartment nearest to the entrance of both toilets** will be designated for priority use by the elderly;
- (b) The number of priority compartment to be provided should be as follows -

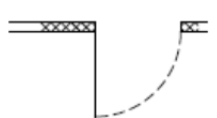
<b>No. of toilet compartment in male/female toilet</b>	<b>Provision of priority toilet compartment for the elderly</b>
4 - 6	1
7 - 18	2
19 - 36	3
37 – 60	4
Above 60	5


- (c) The toilet compartment will be **wider than a conventional one** and measures **1350mm wide** between the finished wall surfaces subject to actual site condition. In case of site constraint, minor downward adjustment to the 550mm-wide clear space by the side of the water closet in a range of 50mm - 100mm may be allowed, provided there is still adequate space for the placement of walking aids and/or the movement of the carer to provide the assistance needed;
- (d) **Pedestal type water closet** will be provided;
- (e) **Indicative signage** will be affixed outside the door of the toilet compartment; and
- (f) **Other fittings**, including hand-grip rails, small rack and coat hook provided in a conventional toilet compartment will be provided in the priority compartment.


**Larger Toilet Compartment for Priority Use by the Elderly**  
**- Layout and Signage**




**LEGEND** ALL DIMENSIONS ARE IN mm.

 - DOOR HARDWARE (INCLUDING LOCKS AND HINGE) SHOULD ALLOW READILY REMOVAL/ OUT-SWINGING OF THE DOOR IN CASE OF EMERGENCY.

 HORIZONTAL GRAB RAIL, DIA. 32-40 AT 725-750 H.

 FOLDABLE GRAB RAIL, 725-750 H.

 VERTICAL GRAB RAIL, DIA.32-40 & L≥600

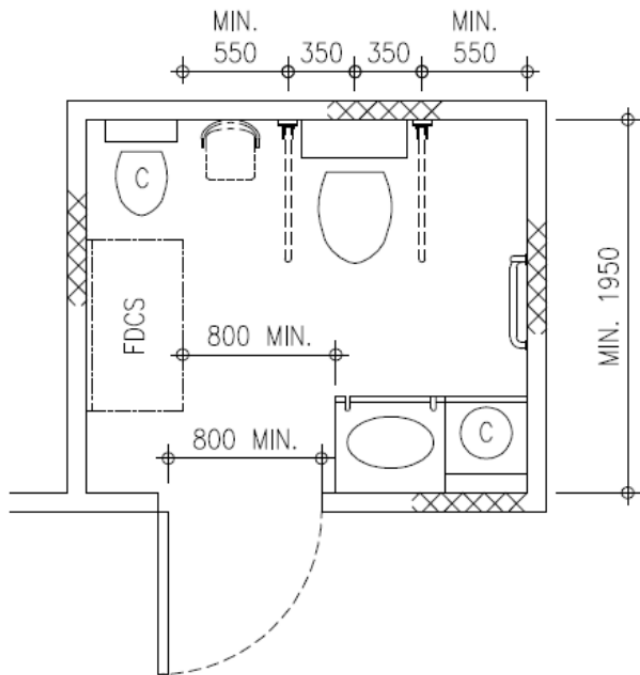
## **Universal Toilet**

- (a) **Subject to site condition and space availability** and where **four or more toilet compartments** in male *or* female toilets are provided, a separate universal toilet will be provided in the public toilet;
- (b) The universal toilet should be accessible directly from a public area that does not necessitate traversing an area reserved for one sex only, and access to which should be from a corridor so that it can be used by either sex with assistance from members of opposite sex, if necessary;
- (c) Only one universal toilet will be provided in the public toilet irrespective of the number of male/female toilet compartments. The universal toilet should normally be at ground floor level as far as the site condition and space availability permit. If not, it should be provided on the second floor or lower floor as far as practicable;
- (d) The internal area of a universal toilet should measure **2300mm wide and 1950mm long** between the finished wall surfaces;
- (e) **Pedestal type water closet** will be provided in the toilet;
- (f) **Indicative signage** will be affixed outside the door of toilet; and
- (g) **Other fittings** including hand-grip rails, flap-type diaper changing station, baby safety seat, children water closet, children friendly wash basin<sup>1</sup> and emergency call-bell will also be provided in toilet.

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<sup>1</sup> **Flap-type diaper changing station, baby safety seat, children water closet, children friendly wash basin** mentioned in ArchSD's guidelines are referred to as **foldable baby changing counter, baby rest, child-height water closet and child-height wash hand basin** respectively in FEHD's "Handbook on Standard Features for Public Toilets".

## Universal Toilet - Layout and Signage<sup>2</sup>



### LEGEND ALL DIMENSIONS ARE IN mm.

 - SWING DOOR SHOULD BE OPENABLE OUTWARD

 VERTICAL GRAB RAIL,  
DIA.32-40 & L $\geq$ 600

 FOLDABLE GRAB RAIL,  
725-750 H.

 FDCS  
FLAP-TYPE DIAPER  
CHANGING STATION  
MIN.900x500

 WASH BASIN WITH  
NOTCHES AT BASIN  
COUNTER EDGE

 HORIZONTAL GRAB RAIL,  
DIA. 32-40

 FLAP-TYPE BABY  
SAFETY SEAT

 CHILDREN WC

 CHILDREN FRIENDLY  
WASH BASIN

<sup>2</sup> The design of the signage for Universal Toilet is preliminary and **subject to further amendment.**

**Enhanced design features/requirements/installations  
for new/refurbished public toilets**

**(Version 2)**

1. Automatic **sensor type soap dispenser** should be provided for each wash hand basin and mounted on vanity benchtop.
2. Use of **LED lighting** with replaceable light bulbs.
3. **Electric hand dryer** should be of powerful model capable of generating high velocity air-stream to dry hand **within 12 seconds**, with **noise reduction** and fitted with **drain tank**. **At least two hand dryers should be provided** at the communal area of the male and female toilet if site condition permits.
4. **Blower fan** of high drying speed (with timer control) fitted with **plate-shape air-boot** affixed to the air-outlets so that air stream will be blown downwards facing the floor at an angle less than 30° should be provided under the wash hand basin to assist evaporation of moisture.
5. **Timer** should be provided for control of all **fans including blower fans and lighting** for energy saving purpose.
6. Provision of **wall mounted stall-type urinal** with the bottle trap and associated piping concealed behind the lower part of the urinal while the trap should be reachable for ease of cleansing and maintenance.
7. Provision of lockable **stainless steel jumbo roll toilet paper holder** in individual compartments. **No jumbo roll paper holder** shall be installed **in communal area**.
8. Use of **larger** (600mm x 600mm preferably), non-slippery (R10) **floor tiles** for toilets of medium or larger size. **Wall tiles** shall be of size 600mm x 300mm to tally with the use of larger floor tiles. Finishes and colour scheme should be carefully developed with a view to create a clean and pleasant atmosphere.



9. **Water-proof power sockets** with by-pass switch should be provided in the communal area of toilets (at least two numbers each in Male, Female and Accessible Unisex Toilets (lockable) depending on the floor area and layout) and attendant rooms (two numbers each) to facilitate operation of cleansing equipment and electrical appliances.
10. For new toilets where there is flexibility in laying out the services, **manhole covers** should be sited away from toilet entrances and conspicuous locations as far as possible to mitigate visual impact.
11. Both pedestal and squatting types water closets should be provided but pedestal types should be provided predominantly in view of the increasing demand arising from the aging population. Generally, while at least 1 pedestal water closet should be provided in each of the male and female toilets having 1 to 2 water closets, the **ratio of 3 pedestal type water closets to 1 squatting type closet** should be adopted in each of the male and female toilet having 3 or more water closets unless otherwise specified. The actual number of pedestal and squatting type water closets should depend on site condition, space availability, usage pattern, operational needs and the special requirements of the majority of target toilet users.
12. **Drinking water dispenser** will be installed as far as possible at the external part of the PT with cover when a new/reprovisioned PT is constructed or an existing PT is refurbished. Feasibility for installation of drinking water dispenser at each PT should be further assessed on an individual basis subject to site condition (whether there is adequate space for the installation at the external part of PT within its site boundary) and technical feasibility (availability of potable water supply and approval from Water Supplies Department on the installation application)

**Annex 2****Details of the number of newly built/reprovisioned/  
refurbished public toilets in the past five years  
from 2015-16 to 2019-20**

<b>Year</b>	<b>Number of newly built public toilets</b>	<b>Number of reprovisioned public toilets</b>	<b>Number of refurbished public toilets</b>
2015-16	1	0	19
2016-17	2	2	7
2017-18	4	1	9
2018-19	7	7	11
2019-20 (as at 5.12.2019)	0	0	27
<b>Total</b>	<b>14</b>	<b>10</b>	<b>73</b>

**Public toilets not equipped with automatic sensor soap dispensers,  
water taps and flushing water systems**

District	Number of Public Toilets not equipped with the following automatic facilities		
	Soap dispenser	Water tap	Flushing system
Central/Western	33	12	22
Wan Chai	15	1	14
Eastern	13	3	6
Southern	19	2	7
Yau Tsim Mong	13	0	9
Sham Shui Po	6	0	1
Kowloon City	13	1	8
Wong Tai Sin	5	1	1
Kwun Tong	9	0	3
Tsuen Wan	28	2	23
Tuen Mun	44	0	42
Yuen Long	178	8	156
North	132	4	99
Tai Po	70	6	61
Sai Kung	54	12	46
Sha Tin	26	9	23
Kwai Tsing	12	0	8
Islands	60	7	52
<b>Total</b>	<b>730</b>	<b>68</b>	<b>581</b>

**Aqua privies equipped with automatic sensor water taps**

<b>District</b>	<b>Number of Aqua Privies</b>
Tuen Mun	1
Yuen Long	3
North	2
Sai Kung	2
Kwai Tsing	1
Islands	1
<b>Total</b>	<b>10</b>

## Reported crime cases in public toilets in the past 5 years

District	Type of Crime	Number of crime cases reported in Financial Year					Total
		2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	
Central/ Western	Maliciously damaged	0	0	0	1	2	3
Wan Chai	Fittings stolen	0	0	0	1	0	1
Yau Tsim	Maliciously damaged	0	0	0	1	5	6
	Fittings stolen	0	0	0	0	5	5
Mong kok	Maliciously damaged	0	0	0	0	2	2
	Fittings stolen	0	0	0	0	3	3
Kwun Tong	Maliciously damaged	0	0	1	0	0	1
Kwai Tsing	Maliciously damaged	1	0	0	1	3	5
	Fittings stolen	1	1	0	1	5	8
Tai Po	Graffiti	0	1	0	0	0	1
	Unlawful taking of water	0	0	1	0	0	1
Shatin	Maliciously damaged	0	0	1	1	3	5
	Fittings stolen	0	0	0	0	3	3
North	Fittings stolen	1	0	0	0	3	4
Sai Kung	Fittings stolen	0	0	0	0	1	1
Tuen Mun	Maliciously damaged	0	1	2	0	14	17
	Fittings stolen	5	3	1	0	5	14
Yuen Long	Maliciously damaged	0	0	0	6	2	8
	Fittings stolen	1	0	1	0	13	15
Islands	Maliciously damaged	0	0	0	0	3	3
	Fittings stolen	1	0	0	0	2	3
Wong Tai Sin	Fittings stolen	0	0	0	0	3	3
<b>Total Number of Cases</b>		<b>10</b>	<b>6</b>	<b>7</b>	<b>12</b>	<b>77</b>	<b>112</b>

**Inspection Guidelines for Public Toilets with  
Cleansing Services Provided by In-house Staff and by Contractors**

<b>Public Toilets with Cleansing Services Provided by</b>	<b>Inspection Guidelines</b>
In-house Staff	<i>Please refer to <u>Annex 7a</u>.</i>
Contractors	<i>Please refer to <u>Annex 7b</u>.</i>



*Extracted from Annex I to Item 5 of  
the Operational Manual of Cleansing Services*

**Cleansing Inspection  
Frequency for In-house  
Cleansing Services**

<b>Facility/Service</b>	<b>Foreman</b>
Public toilets in populated villages/areas and public bathhouses	Once/shift
Aqua privies and public toilets in remote areas*	Weekly

- \* Examples of remote areas include locations without vehicular access or on remote outlying islands. SHI(CI&PC) can exercise discretion to determine whether the facilities are located in “remote areas” based on the ground situation on a case-by-case basis.

*Extracted from Annex VII to  
the Operational Manual for Management of Public Cleansing Contracts*

**Inspection Guidelines for SF(CM) in  
Management of Public Cleansing Services Contracts**

<b>Area of Services / Facilities to be Inspected</b>	<b>Frequency / Coverage</b>
Flushing toilets with toilet attendant Public bathhouses	Inspect at least once for every work shift. <sup>Note 1</sup>
Flushing toilets without toilet attendant	Inspect at least once every other working day. <sup>Note 1</sup>

Note 1: For facilities in remote area, SHI(CI&PC) can exercise discretion to determine the most suitable minimum inspection frequency.

## Annex 8

**Table showing the number of bids received for  
the 34 outsourced street cleansing contracts in force  
as at 1 Dec 2019**

<b>No. of bids received</b>	<b>No. of outsourced street cleansing services contracts involved</b>
2	1
3	4
4	12
5	11
6	6
<b>Total</b>	<b>34</b>