



中華人民共和國香港特別行政區政府總部食物及衛生局  
Food and Health Bureau, Government Secretariat  
The Government of the Hong Kong Special Administrative Region  
The People's Republic of China

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[English Translation]

4 January 2019

Clerk to Panel on Food Safety and Environmental Hygiene  
Legislative Council Complex  
1 Legislative Council Road  
Central  
Hong Kong  
(Attention: Miss Josephine SO)

Dear Miss SO,

**Follow-up to the Panel on Food Safety and Environmental Hygiene  
Improving Public Toilet Services and Facilities at Major Tourist Spots**

Regarding the captioned subject at the Panel meeting on 11 December 2018, our response is as follows:

- (1) The estimated expenditure for the refurbishment or facelifting works for the 23 public toilets at major tourist spots is about \$39 million.
- (2) To enhance the overall hygiene condition of public toilets, the Food and Environmental Hygiene Department (FEHD) has stepped up inspection and monitoring of contractors' performances in respect of the 83 public toilets with relatively high usage rates or at major tourist spots since September 2018 to ensure that the services provided are up to the standards and deep cleansing is performed on a regular basis. After implementation for over three months, the

measure has brought about noticeable improvement to the hygiene condition of the public toilets concerned.

District management staff have also stepped up surprise inspections of public toilets and monitoring of contractors' performance in order to enhance their hygiene condition. Three Senior Health Inspector posts were created in November 2018. They are mainly responsible for surprise inspections of cleansing services and facilities in various districts, including facilities and cleansing services of public toilets.

On top of routine cleansing services, FEHD will set up dedicated deep cleansing teams starting from Q1 2019 to perform regular deep cleansing services for public toilets with relatively high usage rates. Such dedicated deep cleansing teams will be provided to all public toilets upon renewal of street cleansing services contracts in the future.

The above measures are believed to be able to improve the overall hygiene condition of public toilets. The current improvement plan for public toilets at major tourist spots is only the beginning. We will extend the plan to other public toilets with reference to the experience accumulated and the outcome of the plan.

- (3) Among the approximately 800 public toilets of FEHD, toilet attendants work daily in 245 public toilets, of which toilet attendants at 216 public toilets are also on duty after 5:30 p.m.; while for another 19 public toilets, toilet attendants are on duty during weekends and public holidays only.
- (4) Among FEHD's public toilets, 207 have high usage rates (a daily average of at least 300 man-time), 217 have moderate usage rates (a daily average of 100 to 299 man-time) and 375 have low usage rates (a daily average of less than 100 man-time). FEHD does not maintain breakdown of the usage rates by peak hours and non-peak hours respectively.

Generally speaking, public toilets with high usage rates or located at tourist spots are provided with toilet attendants, while the rest are cleansed at least twice a day.

- (5) Performance standards, including the required service scope, level of cleanliness and timeframe for rectifying substandard services are set out explicitly in outsourced cleansing services tender documents. The minimum requirements on manpower, work shifts and frequency of cleansing services may also be laid down in tender documents based on operational needs. In gist, cleansing contractors shall deploy staff and roving cleansing teams to keep public toilets clean and hygienic, replenish toilet supplies (including toilet paper and soap), report damages of facilities for speedy repairs, and conduct deep cleansing operations for specified public toilets at least once every week.

Contractors are required to provide cleansing services that meet the performance standards as stated by FEHD. In the event of any irregularities, defaults or non-compliance with contract provisions in the delivery of public toilet cleansing services, FEHD will take follow-up actions, including the issue of verbal and written warnings, default notices, deduction of monthly payment and even termination of contracts.

Yours sincerely,  
[ Signed ]  
(Gilford LAW)  
for Secretary for Food and Health

c.c. Director of Food and Environmental Hygiene