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Building Plan & Management Group

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BCA UNIVERSAL DESIGN (UD) MARK AND BCA-MSF UNIVERSAL DESIGN (UD) MARK FOR FAMILY-FRIENDLY BUSINESS CALL FOR SUBMISSION

Background

This year marks our 7th year of **BCA Universal Design (UD) Mark**, which is a voluntary certification scheme introduced in October 2012 to accord recognition to developments and stakeholders that adopt a user-centric philosophy in their design, operations and maintenance. It also aims to raise greater public awareness towards user-friendly buildings.

Launch of New BCA-MSF Universal Design Mark for Family-Friendly Business Certification Scheme

2 The BCA-MSF UD Mark for Family Friendly Business Certification Scheme (BCA-MSF UDFB Mark), developed in collaboration with Ministry of Social and Family Development (MSF), aims to encourage a more inclusive business practice and design that caters to all customers.

3 The BCA-MSF UDFB Mark will recognise businesses' efforts to make their premises accessible, convenient, comfortable and safe for the widest spectrum of users in the families, including the young, the elderly and persons with disabilities. It will also consider service standards to ensure that users have an enjoyable time while out bonding over a meal or shopping.



4 This new joint Mark will be assessed by both BCA and MSF. The judging criteria includes accessibility, user-friendliness, strategy, service, operations & maintenance and deployment of business concept & design integration. Businesses will be awarded a display decal, indicating one of the four UD Mark ratings: Certified, Gold, Gold^{PLUS} or Platinum. The certification is valid for 2 years.

5 The BCA-MSF UDF Mark applies to existing and new food and retail establishments. Businesses with the current MSF Businesses for Families (BFF) Mark accorded by MSF are encouraged to apply for this scheme when their current BFF accreditation expires.

Assessment and application

6 Interested parties would have to submit an application form to BCA to register their interest in participating in the UD Mark scheme by 29th December 2018. The assessment process would include:-

- (a) Preliminary meeting with the BCA assessment team for clarifications on the request for relevant documentation;
- (b) Actual assessment involving design and documentary reviews;
- (c) Site verification by BCA assessment team.

7 The scheme is currently opened to the following categories:-

- (a) **New non-residential developments** – this would include commercial (offices, hotels, retail malls), industrial, institutional, infrastructural and mixed-use developments;
- (b) **Refurbished non-residential developments;**
- (c) **New residential developments** – this would include public and private residential developments;
- (d) **Parks and public spaces** – this would include new or existing parks and public spaces developments;
- (e) **Family-Friendly Business** – this would include new or existing food and retail establishments and developments.

8 Details on the assessment and application process can be found on our website at <http://www.friendlybuildings.sg>. For clarifications, please contact Ms Joyce Tung at 6804 43285, or email: bca_ud@bca.gov.sg.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Serene Peh', with a stylized flourish at the end.

Serene Peh (Ms)
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