

CONTROLLING OFFICER'S REPLY

FHB(FE)233

(Question Serial No. 1512)

Head: (49) Food and Environmental Hygiene Department
Subhead (No. & title): (-) Not specified
Programme: (2) Environmental Hygiene and Related Services
Controlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)
Director of Bureau: Secretary for Food and Health

Question:

While refurbishing the hardware of public toilets, how will the Food and Environmental Hygiene Department require its contractors to improve the cleanliness of public toilets and the treatment of outsourced cleansing workers during the tendering process?

Asked by: Hon YIU Si-wing (LegCo internal reference no.: 13)

Reply:

To enhance the services of public toilets, the Food and Environmental Hygiene Department (the Department) has stepped up monitoring of contractors' performances in cleansing those toilets with a high utilisation rate or located at tourist spots since September 2018. This has brought about improvement to the hygiene conditions of the toilets.

To improve the cleansing condition of public toilets and to relieve the workload of toilet attendants, the Department has allocated additional resources to procure the services of dedicated deep cleansing teams starting from March 2019 for toilets with a high utilisation rate or located at tourist spots. The Department plans to extend such services to all public toilets when respective street cleansing services contracts are renewed.

To continue to monitor contractors' performance, the Department will conduct routine and surprise inspections to public toilets. If the Department finds a contractor in breach of contract provisions, it will take appropriate follow up actions including the issuance of verbal warnings, written warnings and default notices with deduction of monthly payment of service charge, and even termination of contracts.

The Department will also adopt the following new enhancement measures for service tenders to be issued on or after 1 April 2019 to protect outsourced non-skilled workers (including toilet attendants) employed by its service contractors -

- (a) the weighting of technical assessment of the marking scheme will increase from the current 30% to 50%;

- (b) the weighting of wage level for non-skilled workers will increase to 25 points out of 100 points (25%) in the technical assessment;
- (c) a contractual gratuity being 6% of the total wages earned by a non-skilled worker will be provided for the worker with no less than one year's service of a continuous contract upon completion of an employment contract or termination of employment (save for summary dismissal as a serious disciplinary action);
- (d) statutory holiday pay will be provided for a non-skilled worker having been employed under a continuous contract for not less than a month; and
- (e) if a non-skilled worker is required to work when typhoon signal no. 8 or above is hoisted, the amount of wages for that day/shift's work should be at least 150% of the wages that the worker is originally entitled to.

To benefit non-skilled workers engaged in the service contracts awarded during the transitional period between the announcement of the new policy in October 2018 and the effective date of 1 April 2019, the Department will negotiate with the service contractors concerned to incorporate relevant new enhancement measures into the service contracts by making top-up payments on a reimbursement basis for the additional costs incurred.

- End -