

## APPENDIX 1

### **1. What type of buildings would the guide be applicable to?**

The guide has been designed together with industry experts, for commercial buildings such as offices, shopping malls and buildings with retail components. Nonetheless, other types of buildings, such as residential, are also highly encouraged to apply the suitable best practices where applicable.

### **2. Will it be compulsory for buildings such as shopping malls to adopt the measures mentioned in the guide?**

While it is not mandatory, existing commercial buildings are highly encouraged to refer to the guide for operational best practices and adopt the design best practices when there are major refurbishments. Building owners, developers and QPs can adapt the best practices to suit the site constraints and development's needs.

### **3. Is there a deadline for the commercial buildings to adopt any of the best practices?**

There is currently no fixed date to adopt any of the practices. However, building owners who face difficulties in managing the loading bays (which may have led to enforcement actions or complaints from the public), are highly encouraged to adopt the best practices mentioned in the guide.

### **4. Will there be any financial subsidies to help existing buildings adapt their current loading bay facilities to be in line with the guide?**

As part of ESG's mandate to help retail buildings grow through capability upgrading and business transformation, grant support scheme is in place for building owners to adopt the use of dock scheduling/ booking and queue management system to manage the loading bays, subject to its approval. These grants are subject to reviews by the overseeing agencies and may undergo changes without prior notice. Applicants can write in to [ESG](#) to enquire.