

FEHD reminds public to use “LeaveHomeSafe” mobile app for entering FEHD venues (with photos)

The Food and Environmental Hygiene Department (FEHD) today (November 1) reminded that members of the public are required to use the "LeaveHomeSafe" mobile application to scan the "LeaveHomeSafe" venue QR code before they are allowed to enter the FEHD's offices and indoor facilities (including public markets, hawker bazaars and cooked food markets), in accordance with the Government's latest anti-epidemic measures. An FEHD spokesman said that the department understood that it takes time for the public to get used to the new measures, it will focus on education, advice and publicity, as well as offer technical support to those in need during the initial stage of the implementation of the requirement. Also, we will exercise flexibility depending on the actual circumstances.

Management of the FEHD visited 21 public markets with high patronage across the territory (details are in Annex) this morning to learn more about the situation on the public's entry into public markets under the new arrangement, and offer assistance to those with difficulties using the app, as well as listen to the views of the public and trade representatives and respond to their queries. Trade representatives included the Chairman of the Federation of Hong Kong Kowloon New Territories Hawker Associations, Mr Chan Kam-wing, and Deputy Chairmen of the Associations, Mr Lam Fook-chuen and Mr Tsang Hing-wah; the President of the association of stall keepers at Pei Ho Street Market, Mr Wong Tin-hung; the Chairman of the hawker association at Wan Chai Market, Ms Lau Mi-chun; the tenants representative of Tai Po Hui Market, Mr Lee Lap-choi; the Chairlady of Shek Wu Hui Market Trade Federation Ms Lau Lai-sheung and the Deputy Chairman of the federation, Mr To Tak-shing; and the Deputy Chairman of Tuen Mun San Hui Market Association, Mr Au Yeung Kin-ming.

The spokesman said, "The FEHD is very concerned about the use of the app to enter FEHD's venues under the new arrangement. During the teething period, should individuals have genuine difficulties in using the app, the FEHD will handle it with a pragmatic and sensitive approach, to avoid hindering patrons from admission to markets for shopping as far as possible."

The FEHD has written to licensees of fixed pitch at hawker bazaars and tenants of public markets last week reminding them of the arrangement on using the app. In parallel, operational guidelines have been issued to frontline staff to explain details of the new requirement and matters requiring attention while discharging their duties.

"The FEHD would like to express gratitude to frontline on-site staff for discharging their duties dutifully to cope with the new arrangement. The department will as far as possible redeploy resources to provide assistance and increase manpower in the future. As it takes time to register and verify

personal particulars, the waiting time for public entering the venues may be lengthened. Also, they are required to maintain social distancing. The FEHD appeals for the understanding and co-operation of the members of the public," the spokesman stressed.

Furthermore, the FEHD spokesman also reminded members of the public that if they enter cooked food centres therein through FEHD public markets, apart from using the app before entering public markets, they are also required to scan the "LeaveHomeSafe" venue QR code before entering cooked food centres in order to comply with the requirement of using "LeaveHomeSafe" before entering catering business premises under the Prevention and Control of Disease (Requirements and Directions) (Business and Premises) Regulation (Cap. 599F). As they have used the app for admission to the markets, it is not necessary for them to scan the "LeaveHomeSafe" venue QR code again for entering the toilets therein.

The FEHD spokesman reiterated that the FEHD will adopt a flexible approach with a view to helping the public to get used to the new arrangement as soon as possible and enabling the execution process smooth. The department will closely monitor the situation and enhance the implementation details at an appropriate time.

