

**Management Plan for Private Columbarium**

**Note for Template**

*Under the Private Columbaria Ordinance (the Ordinance), one of the requirements for an application for a licence is the submission of a management plan for approval by the Private Columbaria Licensing Board (PCLB).*

*The licensee should operate and manage the columbarium in accordance with the approved management plan.*

*Under section 97 of the Ordinance, the management plan submitted by the applicant should cover matters specified by the PCLB. This template sets out for reference only matters that will be generally required by the PCLB to be covered in a management plan. The PCLB may, depending on the actual circumstances of an individual case, require the applicant to cover additional or other matters in the management plan.*

*The applicant should adopt appropriate measures to ensure that the private columbarium is operated smoothly and in compliance with relevant statutory, licensing or government requirements. All relevant information (including the measures adopted and proposed) should be covered in the approved management plan.*

*The format and content of the appended template is provided for reference only. The applicant should, with regard to the actual circumstances of his/her private columbarium, make appropriate changes to the format and content of this template.*

## **Management Plan for Private Columbarium Template**

### **(1) Basic information of the columbarium**

Name of the columbarium : \_\_\_\_\_

Address of the columbarium : \_\_\_\_\_

Year of commencement of operation : \_\_\_\_\_

Name of operator : \_\_\_\_\_

Status of operator : \*land owner/ current tenant of the premises under a  
lease/tenancy of \_\_\_\_\_ years from \_\_\_\_\_ to \_\_\_\_\_

Religion of the columbarium: \*No religion/ Catholicism/ Christianity/  
Buddhism/ Taoism/ Others (please specify) \_\_\_\_\_  
\_\_\_\_\_

(\* Delete as where inapplicable)

### **(2) Site information and building arrangement**

This columbarium has a site area of about \_\_\_\_\_ square metres and a total  
building floor area of about \_\_\_\_\_ square metres. It is composed of :

\_\_\_\_\_ columbarium block(s);

\_\_\_\_\_ joss paper burner(s);

\_\_\_\_\_ refuse storage rooms.

Other buildings which are facilities necessary for or ancillary to the operation of  
the columbarium (please specify nature and number) \_\_\_\_\_

Other facilities necessary for or ancillary to the operation of the columbarium  
(e.g.: parking facilities, loading and unloading facilities) (please specify nature,  
area and number) \_\_\_\_\_

### **(3) The holding capacity of visitors and admission control**

The applicant should provide the following information:

- ✧ Opening hours on normal days
- ✧ Opening hours on Saturdays, Sundays and public holidays (if different from the above)
- ✧ Opening hours during the periods of Ching Ming Festival and Chung Yeung Festival
- ✧ Visitors holding capacity of the columbarium (If it is set in accordance with the traffic impact assessment and/or any agreement reached with the relevant Government departments, please provide relevant information details.)
- ✧ Measures to be adopted to ensure that the number of visitors inside the columbarium will not exceed the holding capacity for visitors
- ✧ Sale agreement and house rule concerning admission control

If planning application to the Town Planning Board (TPB) under section 16 of the Town Planning Ordinance (TPO) is required for the columbarium and the TPB has granted planning permission and imposed approval conditions and/or other requirements (if any) in respect of the above information, the applicant should set out in this paragraph the relevant information.

### **(4) Traffic and public transport arrangement**

The applicant should provide information on the traffic and public transport arrangements for visit to the columbarium.

The applicant should, taking into account the actual circumstances of the columbarium, seek the advice of the Transport Department on the information required to be provided. The information may cover the following aspects:

- ✧ Impact on road network in the vicinity arising from visits to the columbarium and the proposed mitigation measures
- ✧ Loading and unloading facilities
- ✧ Parking facilities

- ✧ Traffic arrangements made by the columbarium (e.g.: provision of shuttle bus service, including the carrying capacity, service frequency, routing and pick-up and drop-off points.)
- ✧ Special arrangement on peak grave sweeping days

If planning application to the TPB under section 16 of the TPO is required for the columbarium and the TPB has granted planning permission and imposed approval conditions and/or requirements (if any) in respect of the above information, the applicant should set out in this paragraph the relevant information including the proposal(s) regarding traffic and public transport arrangement as approved by the TPB and the approval conditions and/or requirements imposed by the TPB.

#### **(5) Crowd management**

The applicant should provide the manpower deployment plan for crowd management in the columbarium during peak grave sweeping days or periods.

The applicant should provide appropriate information with regard to the actual circumstances on the following:

- ✧ Layout of roads and footpaths, and direction of pedestrian flows
- ✧ Relevant ancillary facilities (e.g.: waiting area, queuing area, restricted area and directional signs)
- ✧ Surveillance and broadcasting measures and arrangements
- ✧ Manpower deployment for crowd management
- ✧ First aid service

If planning application to the TPB under section 16 of the TPO is required for the columbarium and the TPB has granted planning permission and imposed approval conditions and/or requirements (if any) in respect of the above information, the applicant should set out in this paragraph the relevant information including the proposal(s) regarding crowd management as approved by the TPB and the approval conditions and/or requirements imposed by the TPB.

**(6) Security management (to ensure the safety of visitors and the public)**

The applicant should provide information on security management of the columbarium (e.g.: relevant manpower, facilities and special arrangements on peak grave sweeping days) to prove that the columbarium is capable of ensuring the safety of visitors and the public.

**(7) Manpower deployment**

The private columbarium employs a total of \_\_\_\_\_ staff.

The applicant should provide information to prove that it has sufficient manpower and suitable staff to meet the daily operational need and the need on peak grave sweeping days (including cleansing, administration, customer service, repair and maintenance, building and fire safety, first aid, security, crowd management and traffic management, etc.)

The applicant should provide appropriate information having regard to the actual circumstances of the private columbarium on the following:

- ✧ Organization chart of the working personnel (e.g.: the departments or divisions of the columbarium and their responsibilities and duties, the number and hierarchy of staff, etc.)
- ✧ The top management personnel (e.g.: general manager, chief executive officer, etc.), including their names, positions, contact telephone numbers, years of service, experience, duties and professional qualifications (if any)
- ✧ The years of service, experience, duties and professional qualifications of other managerial personnel (if any)
- ✧ Training, such as fire safety, first aid, etc. Equipment for the staff including first aid box, etc.
- ✧ Special manpower arrangements for repair and maintenance work on the peak grave sweeping days
- ✧ Management mode

**(8) Contingency plan for fire or other emergency situations**

The applicant should provide information on the contingency plan for the handling of fire or other emergency situations

In respect of the contingency plan, the applicants should provide appropriate information having regard to the actual situation of the columbarium on the following:

- ✧ Procedural guidelines and their periodic review
- ✧ Duties of staff
- ✧ Name, position and contact telephone number of the person in charge
- ✧ Support and resources available
- ✧ Drills, staff training and professional qualifications, such as fire safety, first aid, etc.
- ✧ Equipment, escape routes and safe assembly points
- ✧ Emergency vehicle access

If planning application to the TPB under section 16 of the TPO is required for the columbarium and the TPB has granted planning permission and imposed approval conditions and/or requirements (if any) in respect of the above information, the applicant should set out in this paragraph the relevant information including the proposal(s) regarding contingency plan for fire or other emergency situations as approved by the TPB, and the approval conditions and/or requirements imposed by the TPB.

**(9) Measures to ensure compliance with licensing conditions, guidelines and codes of practice stipulated or issued by the PCLB**

The applicants should state what measures will be taken to ensure that the columbarium is in compliance with licensing conditions, guidelines and codes of practice stipulated or issued by the PCLB, including measures to ensure that the managerial and frontline staff are acquainted with such conditions, guidelines and codes of practice and relevant monitoring, recording and reporting arrangements to ensure compliance.

**(10) Handling of complaints**

The applicants should provide information on how complaints will be properly handled by the columbarium (e.g., the channel for receiving complaints, the procedures and time frame for handling complaints, the investigation procedures, the response mechanism, the remedial actions and the recording arrangements).

**(11) Financial plan to ensure the continuous operation of the columbarium**

Depending on the payment methods for the interment rights sold / let out adopted by the applicant during the validity period of the licence (if its licence application is approved), the applicant has to submit specified financial information to the PCLB. According to the payment methods for the interment rights as confirmed by the applicant, the PCLB will impose different licensing conditions to ensure that the columbarium will continue its operation during the validity period of the interment rights sold and will provide the committed services and fulfil other obligations under the agreement(s) entered into with consumers. Please refer to the **Appendix** for the details.

**(12) Persons responsible for the implementation and approval of management plan**

The applicant should provide the following information:

- ✧ The particulars of the person responsible for the implementation of the management plan (such as name, position, contact telephone number and email address)
- ✧ The particulars of the person responsible for approving the management plan (such as name, position, contact telephone number and email address)

Submitted for and on behalf of the above named columbarium

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Contact telephone no.: \_\_\_\_\_

Email address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**Statement of Purpose**  
(Made under the Personal Data (Privacy) Ordinance)  
(to be displayed or provided to data subjects)

**Purpose of Collection**

1. The personal data provided in this management plan are to be used by the PCLB and other concerned government departments for the purposes of processing the application for licence in respect of the private columbarium mentioned in the management plan (the Application), including communicating with the responsible persons of the columbarium and taking out enforcement actions for the implementation of the Private Columbaria Ordinance.
2. The provision of personal data is voluntary. However, if you do not provide sufficient information, the PCLB may be unable to process the Application.

**Access to Personal Data**

3. You have a right of access and correction with respect to personal data as provided for in sections 18 and 22 and Principle 6 of Schedule 1 to the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data you have provided. A fee may be charged for complying with a data access request.

**Enquiries**

4. Enquiries concerning the application, including the personal data collected by means of this management plan, should be addressed to the officer in charge of the Licensing Team of the Private Columbaria Affairs Office as below.

**Private Columbaria Affairs Office**  
**Licensing Team**

Telephone number: 2892 2731  
Email address: pc\_app@fehd.gov.hk  
Mail address: P.O. Box No. 80011  
Cheung Sha Wan Post Office