

## **Existing and planned measures on the promotion of equality for ethnic minorities**

### **Postal Services**

Hongkong Post is committed to providing a wide range of efficient and reliable postal and ancillary services to the public regardless of their race and ethnic origins.

The services provided by Hongkong Post through its extensive network in the territory are race neutral. Hongkong Post will consider the needs of ethnic minorities where appropriate.

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|---------------------------|---|
| Services Concerned        | <ul style="list-style-type: none"><li>● The public can make use of the postal and ancillary service at the 124 post offices (including three mobile post offices) in the territory.</li><br/><li>● Mail items are delivered to the addresses (in Chinese or English) shown on the package in accordance with Hongkong Post's performance pledges, without regard to the recipient's race and ethnic origin.</li></ul> |
| Existing Measures         | <ul style="list-style-type: none"><li>● Service is provided in both Chinese and English, and service delivery is race neutral.</li><br/><li>● All information leaflets and pamphlets available for distribution to the public are printed in both Chinese and English.</li></ul>  |
| Additional Measure Taken  | <ul style="list-style-type: none"><li>● Training and experience sharing sessions are being arranged for staff to enhance their awareness of, and sensitivity to, racial equality.</li></ul>   |
| Assessment of Future Work | <ul style="list-style-type: none"><li>● Feedback / suggestions from staff will be considered for continuous improvement of the services provided.</li><br/><li>● Feedback / suggestions from ethnic minority groups will also be considered to see if further enhancements can be made where necessary and appropriate.</li></ul>   |

Monitoring of  
Effectiveness  
and User  
Feedback

- The measures are strictly enforced to ensure that services provided by Hongkong Post is race neutral.
- The measures are regularly reviewed for continuous improvement.
- Feedback / suggestions from ethnic minority groups / users, if any, are recorded and reviewed to see if further enhancements can be made where necessary and appropriate.

Public Enquiries

- Enquiries / complaints may be made to Assistant Manager (Public Relations)1:

Telephone: 2921 2590  
Fax: 2869 9519  
E-mail: [msd@hkpo.gov.hk](mailto:msd@hkpo.gov.hk)

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