

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

Postal Services

Hongkong Post is committed to providing wide range of efficient and reliable postal and ancillary services to the public through its extensive network. We attach great importance to ensuring equal access to the services concerned by all members of the public, regardless of their racial background.

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| Services
Concerned | <ul style="list-style-type: none">● The public can make use of the postal and ancillary service at the 124 post offices (including three mobile post offices) in the territory.
● 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. |
| Existing
Measures | <ul style="list-style-type: none">● All information leaflets and pamphlets available for distribution to the public are printed in both Chinese and English.
● Interpretation service will be arranged where necessary and appropriate through Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). CHEER provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese. |
| Additional
Measure Taken | <ul style="list-style-type: none">● Training and experience sharing sessions are being arranged for staff to enhance their awareness of, and sensitivity to, racial equality. |
| Assessment of
Future Work | <ul style="list-style-type: none">● Feedback / suggestions from staff will be considered for continuous improvement of the services provided.
● Feedback / suggestions from ethnic minority groups will also be considered to see if further enhancements can be made where necessary and appropriate. |

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:

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