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

Customs and Excise Services

The Customs and Excise Department (C&ED) is a law enforcement agency committed to protecting the Hong Kong Special Administrative Region against smuggling, protecting and collecting revenue on dutiable goods, detecting and deterring narcotics trafficking and drug abuse, protecting intellectual property rights, protecting consumer interests, protecting and facilitating legitimate trade and fulfilling international obligations.   We always serve with professionalism and fairness and without regard to race and ethnic origins.

A. Dealing with the Members of the Public

Existing Measures	• Services are provided in Chinese and/or English. All information leaflets and pamphlets available for distribution to the public are printed in both Chinese and English.
	• C&ED provides interpretation services where necessary to ethnic minorities arrested and detained to ensure that they can understand the relevant laws and their rights.
Assessment of Future Work	• C&ED reviews its services from time to time and make improvements where necessary.

B. Training of Staff

Existing Measures	• All new recruits of the C&ED have to undergo training on racial equality in induction training programmes to enhance staff's understanding of and sensitivity towards racial equality issues.
	• In-house courses on racial equality are arranged to foster a multicultural and respectful work culture.
Assessment of Future Work	• C&ED regularly assesses and reviews its training policy. Feedback and comments from officers, other departments and NGOs are collected for enriching the content of the training programmes on racial equality for arranging suitable training courses for staff to improve their knowledge on racial equality.

Enquiries/complaints

Enquiries / complaints may be made through the following channels:

Enquiry hotline :   2815 7711
Fax :   2542 3334
Email :   customsenquiry@customs.gov.hk

Customs and Excise Department
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