

## **Existing and planned measures on the promotion of racial equality**

### **Constitutional and Mainland Affairs Bureau**

The work of Constitutional and Mainland Affairs Bureau (CMAB) can be generally divided into three areas, namely, (a) co-ordinating and promoting closer ties with the Mainland; (b) handling constitutional and election-related matters and maintaining close liaison with the Electoral Affairs Commission to ensure public elections are conducted in a fair, open and honest manner; and (c) promoting the elimination of discrimination, equal opportunities and protection of privacy.

In providing our services, we attach great importance to ensuring equal access to the services concerned by all members of the public, regardless of their racial background. Measures taken to eliminate racial discrimination and promote equal opportunities for people of diverse race are set out below.

Services  
Concerned

- The Government seeks to provide people of diverse race with equal opportunities and facilitate their integration into the community through enhancing relevant legislation and support services. On the legislative front, the Race Discrimination Ordinance (Cap. 602) (RDO) was fully implemented in 2009, and the Equal Opportunities Commission (EOC) is tasked with implementing the Ordinance.
  
- On the administrative front, CMAB has promulgated the revised Administrative Guidelines on Promotion of Racial Equality (“the Guidelines”) for application to all Government bureaux and departments as well as related organisations (collectively referred to as “public authorities”) starting from April 2020. The Guidelines aim to raise public authorities’ awareness of the need for racial diversity and inclusion, as well as equity considerations in the formulation, implementation and review of relevant policies and measures, and facilitate them to meet these policy objectives. The Guidelines also provide guidance to public authorities to ensure that people of Hong Kong,

regardless of their race, enjoy equal access to public services.

- Under the Guidelines, public authorities have drawn up checklists of measures to enable people of diverse race to understand the availability of measures and arrangements that facilitate their equal access to respective public services.
- CMAB supports the work of the Equal Opportunities Commission (EOC) in enhancing racial equality. In March 2022, the CMAB has allocated an additional provision of \$4 million to the EOC to facilitate its promotion of equal opportunities for ethnic minorities for two years from 2022 to 2024. The funded items include Racial Diversity & Inclusion Charter for Employers, the exercise in making customer service more racially friendly, racial equality in tenancy, and other publicity campaigns, etc..
- With effect from 1 July 2022, CMAB provides secretariat support to the Steering Committee on Ethnic Minority Affairs which, under the chairmanship of the Chief Secretary for Administration, is tasked to co-ordinate cross-bureau/ inter-departmental efforts on the support for ethnic minorities.

#### Existing Measures Publications in 8 other languages

- Key publications that are relevant to people of diverse race, such as the Guidelines, a compendium of checklists of measures drawn up by all public authorities, and annual statistics on interpretation and translation services arranged by the CMAB, are accessible from CMAB's website, and are available in Chinese, English and 8 other languages<sup>1</sup>.

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<sup>1</sup> The links to the Guidelines, compendium of checklists of measures and annual statistics on interpretation and translation services are respectively as follows:

[https://www.cmab.gov.hk/en/issues/equal\\_admin\\_guideline.htm](https://www.cmab.gov.hk/en/issues/equal_admin_guideline.htm)

[https://www.cmab.gov.hk/en/issues/equal\\_agpre.htm](https://www.cmab.gov.hk/en/issues/equal_agpre.htm)

[https://www.cmab.gov.hk/en/other\\_information/racial\\_equality.htm](https://www.cmab.gov.hk/en/other_information/racial_equality.htm)

The above documents are available in Chinese, English and 8 other languages viz., Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai and Urdu, and Vietnamese.

- We attach importance to the views of people of diverse race in the consultation process of various human rights reports. The consultation documents as well as the relevant press releases have been translated into other languages which are commonly used by people of Hong Kong who can only communicate with limited Chinese and English. We will continue to arrange translation of relevant documents as appropriate.

#### Language service

- Members of the public, regardless of their racial background, can request information and make enquiries on the work of CMAB through email, fax, post and telephone. CMAB will arrange appropriate interpretation / translation services for service users as and when required.
- Manual and briefings for provision of language services to service users are given to staff, especially frontline staff to ensure that they are aware of the language service policy for promoting racial equality and are familiar with the prescribed work procedures.
- Language identification cards and information of telephone interpretation service hotlines operated by CHEER Centre are available at the reception desks to facilitate communication between our staff and service users in need.
- In addition to data collection, frontline staff will record their experience and observations on the provision of language services. A proforma has been devised for this purpose to facilitate future review and service improvement.

#### Participation in the Internship Programme for Non-ethnic Chinese students

- CMAB has offered placement under the Internship Programme to help non-ethnic Chinese students gain work experience and enhance their competitiveness for

employment. At the same time, the Programme would enable staff members of CMAB to appreciate racial diversity and cultural differences in workplace.

Assessment of Future Work                      CMAB conducts regular review on its provision of services to people of diverse race. For continuous assessment and improvement of service delivery, data and information on use of services by people of diverse race are collected. Feedback / suggestions from our staff and service users are also collected for service enhancement.

Additional Measures Taken/To Be Taken                      CMAB will arrange staff members, especially frontline staff and new recruits, to attend relevant trainings and experience sharing sessions to enhance their awareness of, and sensitivity to racial equality.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Miss Charlotte WONG, EO(Adm)3 via the following channels -

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**Constitutional and Mainland Affairs Bureau**  
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