

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

### **Information Services Department**

The Information Services Department is committed to providing quality services to members of the public irrespective of their race and ethnic origin.

- |                                |   |
|--------------------------------|---|
| Existing measures              | <ul style="list-style-type: none"><li>➤ The Department uses Chinese and/ or English in the provision of its services.</li><br/><li>➤ Information provided by the Department for the public is in Chinese and/or English. The information on its website is in both Chinese and English.</li><br/><li>➤ Where appropriate and practicable, the Department will arrange interpretation service upon request by service users. The language identification cards and information of interpretation service hotlines are available at service counters.</li></ul> |
| Additional measure to be taken | <ul style="list-style-type: none"><li>➤ The Department will work with the Equal Opportunities Commission, the Constitutional and Mainland Affairs Bureau, the Civil Service College and/ or other relevant non-governmental organisations to provide training to staff for enhancing their awareness of racial sensitivity, cultural diversity and understanding of the Race Discrimination Ordinance.</li></ul>  |
| Assessment of Future Work      | <ul style="list-style-type: none"><li>➤ The Department reviews its services from time to time and makes improvements where necessary.</li></ul>   |

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr Clement SZE, Deputy Departmental Secretary via the following channels -

Telephone Number : 2842 8777

Fax: 2522 6568

Email: [hrm@isd.gov.hk](mailto:hrm@isd.gov.hk)

Postal Address : Room 708, 7/F., Harbour Building,  
38 Pier Road, Central,  
Hong Kong.