

Existing and planned measures on the promotion of racial equality

Labour Department

The Labour Department (LD) is the principal agency in the Hong Kong Special Administrative Region Government responsible for the execution and coordination of major labour administration functions. LD aims to enhance the well-being of our workforce and promote the safety and health of those at work.

A. Employment Services, Policy Support and Boiler and Pressure Vessels Divisions

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| Services Concerned | <ul style="list-style-type: none">● Diversified and free employment services for job seekers of diverse race.● Support and assistance for foreign domestic helpers (FDHs).● Regulating employment agencies (EAs) through licensing, inspection and investigation into complaints filed by employers and job seekers, including FDHs.● Administering registration of boilers and pressure vessels for the equipment owners.● Conducting examinations and issuing Certificate of Competency to qualified candidates as competent persons for various types of boilers and pressure vessels.● Promoting the safe use of boilers and pressure vessels. |
| Existing Measures | <ul style="list-style-type: none">● LD's 10 job centres, three industry- based recruitment centres, the Telephone Employment Service Centre, the Job Vacancy Processing Centre, the Interactive Employment Service (iES) website (https://www.jobs.gov.hk) and mobile application, three Selective Placement Regional Offices serving job seekers with disabilities, the Interactive Selective Placement Service (iSPS) website (https://www.jobs.gov.hk/isps), the Youth Employment and Training Programme (YETP) as |

well as two Youth Employment Start (Y.E.S.) offer employment services in Chinese and English.

- Providing free interpretation services for job seekers who speak neither Chinese nor English with the arrangement with the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER); and preparing relevant promotional materials in Chinese, English and eight major languages of people of diverse race.
- Job centres have provided special counters for job seekers of diverse race, and also employed Employment Assistants and Employment Services Ambassadors who can communicate in languages of people of diverse race to provide services. LD also organises large-scale and district-based inclusive job fairs for job seekers of diverse race to facilitate their job search. LD has commissioned non-governmental organisations to implement the Racial Diversity Employment Programme which provides one-stop employment services to job seekers of diverse race in a case management approach.
- The dedicated webpage (<https://www.jobs.gov.hk/EM>) on the iES website also provides employment information in eight major languages for job seekers of diverse race. LD encourages employers to relax language requirements when placing job orders and consider employing job seekers of diverse race.
- LD's dedicated 24-hour FDH hotline with interpretation service is available to provide one-stop support to FDHs. In addition to Cantonese, English and Putonghua, interpretation service in 11 FDH native languages (i.e. Tagalog, Bahasa Indonesia, Thai, Nepali, Hindi, Punjabi, Urdu, Sinhala, Bengali, Khmer and Myanmar) is provided. In addition, two Public Relations Officers who are proficient in Tagalog and Bahasa Indonesia respectively, have been recruited to assist in communicating with FDHs from the Philippines and Indonesia.
- Free interpretation and translation service is provided for complainants of diverse race or representatives of diverse race from the EAs under complaint to give their statements

in their respective native languages during criminal investigation.

- LD's dedicated FDH Portal (www.fdh.labour.gov.hk) is available in 10 FDH native languages in addition to English and Chinese, so as to facilitate FDHs to obtain relevant information relating to their employment rights and obligations in Hong Kong.
- LD's dedicated EA Portal (www.eaa.labour.gov.hk) maintains information publicised in four major languages of people of diverse race (i.e. Tagalog, Bahasa Indonesia, Thai and Khmer) to facilitate job seekers of diverse race' understanding of the regulation of EAs in Hong Kong. An online complaint form is available in the above four languages of people of diverse race.
- LD produces practical guides, promotional leaflets and posters in a number of FDH native languages, and distributes relevant publications to FDHs at the Hong Kong International Airport through a non-governmental organisation, the consulates-general of FDHs' home countries in Hong Kong, offices of various government departments, etc.
- LD provides information on FDHs' employment rights and obligations through staging information kiosks at popular gathering places of FDHs on rest days, placing advertisements in local Indonesian and Filipino newspapers and other publications usually read by FDHs, broadcasting television and radio Announcements in the Public Interest, etc.
- Promotional materials on regulation of EAs and sample documents relating to the employment of FDHs are made available in Chinese, English and major languages of people of diverse race (i.e. Tagalog, Bahasa Indonesia, Thai, Nepali, Myanmar, Urdu, Hindi, Bengali, Sinhala and Khmer) to cater for the needs of job seekers of diverse race and to enhance their awareness of their employment rights and protection.
- LD has set up a dedicated FDH division to ensure effective coordination and implementation of measures to enhance

protection of FDHs and to provide better support to FDHs and their employers.

- LD works closely with the consulates-general of major FDHs' home countries in Hong Kong and attends their orientation seminars for newly-arrived FDHs, as well as major social/cultural events organised by the consulates-general for their nationals in Hong Kong.
- LD provides application forms and guidance notes for registration and examination of boilers and pressure vessels in both Chinese and English. Relevant information is also uploaded to the departmental website in both Chinese and English.
- LD conducts both oral and written examinations for Certificate of Competency in either Chinese or English.
- LD provides all the publications, including Code of Practices, operation guides and brief of accident cases in both Chinese and English while the most commonly referred operation guide is also translated into Hindi and Urdu for reference by users of diverse race.
- LD will review its services for job seekers of diverse race and FDHs from time to time and make improvements as appropriate, and will collect data from them for carrying out the relevant assessment.
- LD collects information on the use of LD's support services by FDHs to understand their service utilisation patterns, monitor their access to the services to enable continuous improvement of service provision.
- LD maintains information on the nationalities of complainants filing cases to the Employment Agencies Administration and the interpretation and translation service provided to them. LD will consider the feedback collected from complainants of diverse race when reviewing its services and will make improvements as appropriate.
- LD will assess our services on registration, certification of operators and promotion the safe use of boilers and

Assessment of Future Work

pressure vessels from time to time, taking into consideration feedbacks and suggestions from the public and staff so as to improve our services to users of diverse race when necessary and appropriate.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact the following officers via the following channels -

For enquiries related to general employment services

Name : LAM Mei-chuen, Agnes
Title : Labour Officer (Employment Services)(Headquarters)
Telephone no. : 2852 4182
Fax no. : 2541 3351
Email : ESD-HQ@labour.gov.hk
Postal Address : Room 1720, 17/F., Harbour Building, 38 Pier Road, Central, Hong Kong

For enquiries related to Employment Information and Promotion Programme Office, Job Vacancy Processing Centre and Telephone Employment Service Centre

Name : CHAN Yuen-han, Sandy
Title : Labour Officer (Employment Information and Promotion Programme Office)
Telephone no. : 2153 2602
Fax no. : 2850 5191
Email : EIPD-HQ@labour.gov.hk
Postal Address : Room 222, 2/F., North Point Government Offices, 333 Java Road, North Point, Hong Kong

For enquiries related to Selective Placement Service

Name : HUI Tsz-yan, Ceres
Title : Assistant Labour Officer II (Selective Placement)(Headquarters)
Telephone no. : 2852 4992
Fax no. : 2541 3914
Email : SPD-HQ@labour.gov.hk
Postal Address : Room 1721, 17/F., Harbour Building, 38 Pier Road, Central, Hong Kong

For enquiries related to youth employment services

Name : HO Kwong-ho, Keith
Title : Labour Officer (Youth Employment)
Telephone no. : 2852 3544

Fax no. : 2119 9820
Email : yed-hq@labour.gov.hk
Postal Address : 12/F., Harbour Building, 38 Pier Road, Central, Hong Kong

For enquiries related to support and assistance for FDHs

Name : LO Siu-chung, Eric
Title : Labour Officer (Working Holiday Scheme / Foreign Domestic Helpers)
Telephone no. : 3582 8972
Fax no. : 3101 0604
Email : fdh-enquiry@labour.gov.hk
Postal Address : 16/F., One Mong Kok Road Commercial Centre, 1 Mong Kok Road, Kowloon

For enquiries related to regulating EAs through licensing, inspection and investigation into complaints filed by employers and job seekers, including FDHs

Name : CHAN Hiu-yan, Catherine
Title : LO(EA)2
Telephone no. : 2115 3382
Fax no. : 2115 3756
Email : lo-ea-2@labour.gov.hk
Postal Address : Unit 906, 9/F., One Mong Kok Road Commercial Centre, 1 Mong Kok Road, Kowloon

For enquiries related to Boiler and Pressure Vessels Division

Name : FUNG Sin-yea Cindy
Title : Executive Officer(Boiler and Pressure Vessel)
Telephone no. : 3107 3443
Fax no. : 2517 0875
Email : eo-bpv@labour.gov.hk
Postal Address : Unit 01-02, 20/F, Millennium City 6, 392 Kwun Tong Road, Kwun Tong, Kowloon

B. Staff Training and Development Division

Services
Concerned

- Training to staff

Existing
Measures

- Staff Training and Development Division (STDD) has been organising talks on racial equality as part of the Induction Programme for the newly recruited Assistant

Labour Officers II, which are also open to interested Labour Officer (LO) grade officers. Besides, STDD regularly disseminates information on relevant training courses available from the Civil Service College and invites nominations from LO grade officers to enroll for the training where appropriate.

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| Assessment of Future Work | <ul style="list-style-type: none"> ● STDD will continue to provide relevant training for LO grade officers. |
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C. Occupational Safety – System and Support

The Government attaches great importance on the occupational safety and health (OSH) of workers of diverse races. To this end, the LD has put in place various measures to further facilitate the access of workers of diverse races to our OSH services for enhancing their OSH awareness and for building up OSH culture to prevent accidents.

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| Services Concerned | <ul style="list-style-type: none"> ● Provision of OSH services to workers of diverse races. |
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| Existing Measures | <ul style="list-style-type: none"> ● The Occupational Safety and Health Training Centre of LD has made use of the interpretation service of CHEER for provision of services to service users who speak neither Chinese nor English. Workers of diverse races are allowed to be accompanied by other persons for interpretation while attending the classroom training. ● The Registration and Staff Training Division (RSTD) of LD provides free service for inspection of the registers of Registered Safety Auditors, Registered Safety Officers and Registered Scheme Operators that are in Chinese and/or English. The office has made arrangements with CHEER to provide free interpretation services for service users who speak neither Chinese nor English. Posters in languages of different races are displayed in conspicuous positions inside the office to promote the interpretation services provided by CHEER. People of diverse races may also be accompanied by other person who could provide interpretation service for them. |
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- The RSTD of LD has been organising talks on racial equality as part of the Probationary Training Programme for the newly recruited Occupational Safety Officers II. Besides, RSTD regularly disseminates information on relevant training courses available from the Civil Service College and invites nominations from Occupational Safety Officer (OSO) grade officers to enroll for the training where appropriate.
- LD provides hotline for reporting of accidents and making enquiry of OSH statistics services. The office has made arrangements with CHEER to provide free interpretation services for service users who speak neither Chinese nor English.
- LD has set up of an OSH enquiry hotline for handling public enquiries on OSH and an OSH complaint hotline for the public lodging complaints against unsafe working environment. The office has made arrangements with CHEER to provide free interpretation services for service users who speak neither Chinese nor English.
- LD promotes the OSH complaint channels to workers of diverse races through different means, including the distribution of plastic card holders containing information of the OSH complaint platform and the complaint hotline in different languages of diverse races so as to encourage them to lodge complaints against unsafe working environment.
- LD publishes OSH publications in different languages of diverse races for provision of important OSH information to people of diverse races and disseminates the work safety messages through newspapers and periodicals for people of diverse races.

Assessment of Future Work

- LD will review its services for people of diverse races from time to time, continue to provide relevant training for OSO grade officers and make improvements as appropriate.

Additional Measures

- LD continues to translate the sub-titles of the “Work Safety Alerts” animation videos into languages of diverse races (including Hindi, Nepali, Tagalog and Urdu) to facilitate

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| Taken/To Be Taken | workers of diverse races to comprehend the OSH information. |
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If you have any enquiries/suggestions on the above services, please contact Occupational Safety and Health Branch at telephone 2559 2297 or send emails to the LD at enquiry@labour.gov.hk.

D. Labour Relations

The LD maintains and fosters harmonious employer and employee relations through provision of consultation and voluntary conciliation service to assist employers and employees to resolve labour disputes and claims, adjudication of minor employment claims, promotion of the Employment Ordinance (EO) and good human resource management practices (GHRM), as well as administration of the Trade Unions Ordinance (TUO) to foster sound trade union management. People of diverse race have equal access to these free services and enjoy the same protection and benefits of labour laws as local employees.

Provision of consultation and conciliation services

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| Services Concerned | <ul style="list-style-type: none"> ● The Labour Relations Division (LRD) of the LD operates through a network of ten branch offices which provides consultation service to employers and employees on the EO, the Minimum Wage Ordinance and employment contracts. It also provides free and voluntary conciliation service to assist employers and employees to resolve their labour disputes and claims. |
| Existing Measures | <ul style="list-style-type: none"> ● In the course of rendering consultation and conciliation services, LRD would introduce and arrange free interpretation service to people who speak neither Chinese nor English to ensure that their access to our service would not be hampered owing to language barriers. Notices and posters about the interpretation services provided by CHEER to people of diverse race are posted at LRD's branch offices in multiple languages to enhance the public's awareness of such services. |
| Assessment of Future Work | <ul style="list-style-type: none"> ● LRD will review the services from time to time and make improvements as appropriate. |

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact the following officer via the following channels -

Name : POON Wai-ho, Bill
Title : Assistant Labour Officer I (Labour Relations)
(Headquarters)
Telephone no. : 2852 3507
Fax no. : 2545 2959
Email : lrd-hq@labour.gov.hk
Postal Address : 12/F, Harbour Building, 38 Pier Road, Central, Hong Kong

Adjudication of minor employment claims

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| Services Concerned | ● The Minor Employment Claims Adjudication Board (the Board) provides a speedy, informal and less costly employment dispute adjudication service for employees and employers of different races. |
| Existing Measures | ● In case employment disputes cannot be resolved after going through conciliation service of LRD, employees or employers may approach the Board to file claims within its jurisdiction against the other party. ● During filing and hearing of claims, the Board provides free interpretation service for employees and employers of different races in need. |
| Assessment of Future Work | ● The Board will continue to provide free interpretation service during filing and hearing of claims for employees and employers of different races in need. |

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact the following officer via the following channels -

Name : LI Kai-hiu, Kate
Title : Deputy Registrar
Telephone no. : 2927 8008
Fax no. : 2314 2947
Email : mecab@labour.gov.hk
Postal Address : Room 1012, 10/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon

Promotion of EO and GHRM practices

Services Concerned

- The Workplace Consultation Promotion Division (WCPD) of LD is responsible for -
 - Promote tripartite dialogue and co-operation among representatives of employers, employees and the government through industry-based tripartite committees.
 - Enhance the human resources practitioners' understanding of the EO and promote GHRM practices by setting up Human Resources Managers' Clubs and providing members with experience-sharing sessions, briefings, newsletters and consultation service.
 - Provide information on the EO and GHRM practices to employers and employees through different publicity channels and various promotional activities.
 - Draw up codes of practices and produce publications for reference by employers and employees.

Existing Measures

- If participants of activities of tripartite committees and Human Resources Managers' Clubs request for service in language(s) of people of diverse race, WCPD will arrange interpretation / translation services where necessary.
- Publicity leaflets on promotion of main provisions of the EO are made available in Chinese, English and nine languages of people of diverse race (Hindi, Nepali, Sinhala, Urdu, Indonesian, Tagalog, Thai, Punjabi and Vietnamese). The electronic version of relevant leaflets has been uploaded to the Labour Department website. Publications in languages of people of diverse race have also been uploaded to multi-language platform at one-stop portal of the Government (GovHK) and the dedicated webpage for job seekers of diverse race on the Interactive Employment Service (iES) website. If members of the public request for language of people of diverse race' version of other publications, WCPD will arrange translation services on need basis.

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| | <ul style="list-style-type: none"> ● Made available relevant publicity leaflets in Chinese, English and nine languages of people of diverse race to service users in need during roving exhibitions. ● A poster in major languages of people of diverse race is displayed in a conspicuous position at the reception counter to promote the free interpretation services provided by CHEER. Staff of reception counter will introduce the availability of the service of CHEER and offer to arrange such service to users in need. |
| Assessment of Future Work | <ul style="list-style-type: none"> ● WCPD will review its services for people of diverse race from time to time and make improvements as appropriate. |
| Additional Measures Taken/To Be Taken | <ul style="list-style-type: none"> ● WCPD will make leaflets promoting interpretation services provided by CHEER available at the activities for service users and engage appropriate language services for those who have language service needs. |

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact the following officer via the following channels -

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| Name | : | CHAU Cheuk-yan, Peony |
| Title | : | Assistant Labour Officer I (Workplace Consultation Promotion) |
| Telephone no. | : | 2121 8690 |
| Fax no. | : | 2121 8695 |
| Email | : | wcpd@labour.gov.hk |
| Postal Address | : | 5/F, Mongkok Government Offices, 30 Luen Wan Street, Mongkok, Kowloon. |

Regulation of Trade Unions

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| Services Concerned | <ul style="list-style-type: none"> ● The Registry of Trade Unions (RTU) administers TUO to foster sound trade union management to ensure that trade unions' administration and conduct of affairs comply with TUO and their rules (or called constitutions) registered with RTU. |
| Existing Measures | <ul style="list-style-type: none"> ● Information leaflets, concise guides and forms are published in Chinese and English for reference or use of trade unions. |

- If necessary, RTU will arrange the provision of free interpretation service from CHEER for trade union members and officers of different races who speak neither Chinese nor English.
- Assessment of Future Work
- RTU will review the services from time to time and make improvements as appropriate.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact the following officer via the following channels -

Name : LAU Man-yee, Ellen
 Title : Assistant Labour Officer I (Trade Unions)
 Telephone no. : 3575 8500
 Fax no. : 2541 2681
 Email : rtu@labour.gov.hk
 Postal Address : 11/F, One Mong Kok Road Commercial Centre, 1 Mong Kok Road, Kowloon

E. Occupational Health Service

- Services Concerned
- Provision of occupational health service to employees of diverse race including providing advisory service, conducting inspections at their workplaces and enforcing legislation related to occupational health and hygiene, investigating and providing treatment to suspected occupational disease cases, conducting sick leave clearance interview of employees with compensation claims and delivering occupational health talks.
- Existing Measures
- When employees of diverse race are seeking occupational health service or interviewed for investigations of occupational health cases, LD will arrange interpretation services for them as necessary. LD will make arrangements with CHEER to provide free interpretation services for employees who speak neither Chinese nor English. Posters in major diverse race languages (i.e., Tagalog, Bahasa Indonesia, Thai, Hindi, Urdu, Nepali and Punjabi) are displayed in conspicuous positions inside service centres to provide timely interpretation services.

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| | <ul style="list-style-type: none"> • LD has translated some occupational health publications into diverse race languages. To facilitate the access to these publications, offices of the Occupational Health Service of LD have prominently displayed a notice in languages of people of diverse race encouraging diverse race employees to get these publications. Besides, these publications are placed at LD's webpage for the public to download and distribute. |
| Assessment of Future Work | <ul style="list-style-type: none"> • LD will review its services on occupational health for employees of diverse race from time to time and make improvements as appropriate. |
| Additional Measures Taken/To Be Taken | <p>The following additional measures have been/ will be adopted -</p> <ul style="list-style-type: none"> • LD has arranged some staff to receive relevant training to enhance occupational health service for employees of diverse race. In future, we will continue to explore suitable training and arrange our staff to attend. |

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact the following officer via the following channels -

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| Title | : | Occupational Health Service |
| Telephone no. | : | 2852 4041 |
| Fax no. | : | 2581 2049 |
| Email | : | enquiry@labour.gov.hk |
| Postal Address | : | 15/F., Harbour Building, 38 Pier Road, Central, Hong Kong |

F. Employees' Compensation Division

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| Services Concerned | <ul style="list-style-type: none"> • Assists injured employees of diverse race who suffer from a work injury or a prescribed occupational disease, or family members of diverse race of an employee who dies as a result of a work accident or a prescribed occupational disease to obtain compensation under the Employees' Compensation Ordinance. |
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Existing Measures

- Related services are offered in English and Chinese through the offices of Employees' Compensation Division and Fatal Cases Office of LD.
- We have made arrangements with CHEER to provide free interpretation services for injured employees of diverse race or their family members who speak neither Chinese nor English. Posters in major languages of diverse race (i.e. Tagalog, Bahasa Indonesia, Thai, Hindi, Urdu, Nepali, Punjabi and Vietnamese) are displayed at a prominent place of the reception counter of these offices to promote the interpretation services provided by CHEER. Staff members of the above offices will introduce the interpretation services to visitors of diverse race through form written in their languages to ascertain whether or not such service is required.
- To facilitate the use of employees' compensation services by injured employees of diverse race and their family members, relevant publicity leaflets and information sheets are made available in Chinese, English and major languages of diverse race.
- To facilitate the injured employees of diverse race to attend assessment of work injury by Employees' Compensation Assessment Board, the Employees' Compensation Division will arrange on-site interpretation services for the employees of diverse race in need.
- To collect data and statistics on use of services by people of different races, and to make the data (non-personal data) readily retrievable.

Assessment of Future Work

- We will review our services for injured employees of diverse race and their family members from time to time and make improvements as appropriate.
- We will collect data and statistics (non-personal data) on use of services by people of different races so as to assess the impact of the relevant measures and to enable continuous improvement of service provision.

For enquiries concerning the existing measures on the promotion of racial equality by this Division, please contact the following officer via the following channels -

Name : Miss WONG Mui-yim Myra
Title : Labour Officer
Telephone no. : 2852 3704
Fax no. : 2314 3350
Email : ECD-OP2-ENQ@labour.gov.hk
Postal Address : 12/F., Harbour Building, 38 Pier Road, Central, Hong Kong

G. Employment Claims Investigation Division

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| Services Concerned | <ul style="list-style-type: none">● Investigation of suspected contravention of the Employment Ordinance and the Employees' Compensation Ordinance. |
| Existing Measures | <ul style="list-style-type: none">● Interpretation and translation services are provided for people of diverse race to give statements or information in their respective native languages during criminal investigation.● A promotional leaflet to introduce the civil and criminal proceedings related to the Employment Ordinance is made available in Chinese, English and major languages of people of diverse race (i.e. Tagalog, Indonesian, Thai, Nepali, Urdu and Hindi, Sinhala). |
| Assessment of Future Work | <ul style="list-style-type: none">● We will review our services for people of diverse race from time to time and make improvements as appropriate.● We will collect data and statistics (non-personal data) on use of services by people of diverse race for assessing the service users' need for language services. |

For enquiries concerning the existing measures on the promotion of racial equality by this Division, please contact the following officer via the following channels -

Name : Miss LEE Shuk-wai, Jane

Title : Assistant Labour Officer I (Employment Claims Investigation)
Telephone no. : 3847 7642
Fax no. : 2543 4375
Email : ECID@labour.gov.hk
Postal Address : 7/F, Treasury Building, 3 Tonkin Street West, Cheung Sha Wan, Kowloon

H. Prosecutions Division

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| Services Concerned | ● Taking out prosecution under labour legislation to protect the statutory rights and benefits of employees (including people of diverse race). |
| Existing Measures | ● To facilitate employees and defendants of diverse race to attend court proceedings, prosecuting officers will apply to the court to arrange for interpretation services for the employees and defendants to give evidence, plead or defend in their mother tongues or familiar languages. |
| Assessment of Future Work | <ul style="list-style-type: none">● We will collect data and statistics on employees and defendants of diverse race (non-personal data) on the use of court interpretation services for assessing their need for the services.● We will also from time to time take heed of the needs of people of diverse race in relation to attendance of court proceedings and provide further assistance where appropriate. |

For enquiries concerning the existing measures on the promotion of racial equality by this Division, please contact the following officer via the following channels -

Name : Ms Terry NG
Title : Labour Officer
Telephone no. : 2852 3618
Fax no. : 2854 9096
Email : lo_p_3_1@labour.gov.hk
Postal Address : 12/F., Harbour Building, 38 Pier Road, Hong Kong

I. Labour Inspection Division

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| Services Concerned | <ul style="list-style-type: none">● Safeguards the rights and benefits of employees of diverse race by enforcing relevant labour legislation through conducting workplace inspections and criminal investigation of suspected offences. |
| Existing Measures | <ul style="list-style-type: none">● Services are provided in English and Chinese. Information leaflets, pamphlets, concise guides and forms in both Chinese and English are provided for reference of the public. Some of the publications are also printed in major languages of diverse race (including Tagalog, Bahasa, Thai, Hindi, Nepali and Urdu) to enable employers and employees of diverse race to understand their statutory responsibilities/rights and benefits under relevant labour laws.● Translation and interpretation services are arranged for employers and employees of diverse race attending investigation interviews where necessary. |
| Assessment of Future Work | <ul style="list-style-type: none">● We will review our services from time to time, including collecting data and statistics (non-personal data) on use of services by people of diverse race, and enhance our services when necessary. |

For enquiries concerning the existing measures on the promotion of racial equality by this Division, please contact the following officer via the following channels -

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| Name | : Miss AU Sui-fun |
| Title | : Chief Labour Inspector (Headquarters) |
| Telephone no. | : 2815 2200 |
| Fax no. | : 2850 4949 |
| Email | : lid-hq@labour.gov.hk |
| Postal Address | : 17/F, Harbour Building, 38 Pier Road, Central, HK |

J. Wage Security Division

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| Services Concerned | <ul style="list-style-type: none">● Process the applications for ex gratia payment from the Protection of Wages on Insolvency Fund (PWIF) made by employees of diverse race who are owed wages, wages in |
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lieu of notice, severance payment, pay for untaken annual leave and/or pay for untaken statutory holidays by their insolvent employers.

Existing
Measures

- We have published a Guide to the Protection of Wages on Insolvency Ordinance, application forms for ex gratia payment from PWIF and relevant guidance notes in both Chinese and English.
- We will arrange the provision of free interpretation service from CHEER for applicants who speak neither Chinese nor English if it is necessary to communicate with them in the process of verification of their applications.

Assessment of
Future Work

- We will collect data and statistics (non-personal data) on use of services by people of different races for assessing the service users' need for language services.

For enquiries concerning the existing measures on the promotion of racial equality by this Division, please contact the following officer via the following channels -

| | | |
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| Name | : | Mr LEUNG Pui-chung, Thomas |
| Title | : | Assistant Labour Officer I(Wage Security)1 |
| Telephone no. | : | 2923 5293 |
| Fax no. | : | 2832 2025 |
| Email | : | wsd@labour.gov.hk |
| Postal Address | : | 16/F, Overseas Trust Bank Building, 160 Gloucester Road, Wan Chai, Hong Kong |

K. Pneumoconiosis and Mesothelioma Compensation Office

Services
Concerned

- Assists persons who suffer from pneumoconiosis and/or mesothelioma or their family members to obtain compensation under the Pneumoconiosis and Mesothelioma (Compensation) Ordinance or to obtain ex gratia payments under the Pneumoconiosis Ex Gratia Scheme.

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| Existing Measures | <ul style="list-style-type: none"> ● Provision of services is in English and Chinese at Pneumoconiosis and Mesothelioma Compensation Office (PMC office). ● We have made arrangements with CHEER to provide free interpretation services for applicants who speak neither Chinese nor English. Posters in major languages of diverse race (i.e. Tagalog, Bahasa Indonesia, Thai, Hindi, Urdu, Nepali, Punjabi and Vietnamese) are displayed in conspicuous positions inside the office to promote the interpretation services provided by CHEER. ● Key application forms for applying compensation and Certificates of Determination are made available in both Chinese and English. Interpretation and translation services will be arranged for applicants of diverse race when necessary. |
| Assessment of Future Work | <ul style="list-style-type: none"> ● We will review our services for applicants of diverse race from time to time and make improvements as appropriate. ● We will collect data and statistics (non-personal data) on use of services by people of diverse race for assessing the service users' need for language services. |

For enquiries concerning the existing measures on the promotion of racial equality by this Office, please contact the following officer via the following channels -

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