

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

**Census and Statistics Department**

The Census and Statistics Department (C&SD) is committed to providing timely and quality statistical services to members of the public, irrespective of their race.

**A. Visitors to Service Centre on Trade Statistics cum Publications Unit, 19/F, Wanchai Tower**

Services Concerned	<ul style="list-style-type: none"><li>Members of the public may visit the Service Centre on Trade Statistics cum the Publications Unit of C&amp;SD to obtain detailed trade statistics and browse through the latest issue of various publications of C&amp;SD.</li></ul>
Existing Measures	<ul style="list-style-type: none"><li>The statistical publications and related products (e.g. statistical tables and charts) are mainly published in separate Chinese and English versions, while a few publications in bilingual (Chinese and English) format.</li><li>Users are welcome to approach staff of the Service Centre for assistance. Language services can be arranged on request.</li></ul>
Assessment of Future Work	<ul style="list-style-type: none"><li>C&amp;SD reviews the measures from time to time to ensure the provision of timely and quality services to the public. Information on the use of services by people of diverse race is collected regularly for continuous assessment and improvement of service provision. Feedback and suggestions from service users of diverse race will be considered.</li></ul>
Additional Measures Taken/ To Be Taken	<ul style="list-style-type: none"><li>C&amp;SD will continue to keep in view the needs of people of diverse race and ensure the provision of timely and quality statistical services to members of the public irrespective of their race.</li><li>C&amp;SD will continue to arrange staff to attend relevant training courses to enhance their sensitivity to and awareness of cultural diversity and racial equality as appropriate.</li><li>Since 2020, C&amp;SD has participated in the Internship Programme for Non-ethnic Chinese Students organised by the Civil Service Bureau to help non-ethnic Chinese students gain work experience and enhance their competitiveness for employment. The programme also enhances the understanding of staff of the department on racial diversity and cultural differences in the workplace.</li></ul>

For enquiries in regard to the services provided, please contact Miss Kristy LI Tsz-hei, Service Manager (Trade Matters) via the following channels:

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Fax no. : 2824 2782  
E-mail : trade@censtatd.gov.hk  
Address : 17/F, Wanchai Tower, 12 Harbour Road, Wan Chai, Hong Kong

B. Respondents of household surveys (e.g. General Household Survey, Household Expenditure Survey and Population Census)

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| Services Concerned                        | <ul style="list-style-type: none"><li>● C&amp;SD conducts various household surveys such as General Household Survey, Household Expenditure Survey and population census to collect data for compiling statistics on demographic and socio-economic characteristics of the population of Hong Kong. Field officers of the department will assist respondents in providing the required data.</li></ul>   |
| Existing Measures                         | <ul style="list-style-type: none"><li>● The field officers are well trained to provide respondents with proper assistance in providing the required data.</li><li>● Language services can be arranged for respondents on request.</li></ul>  |
| Assessment of Future Work                 | <ul style="list-style-type: none"><li>● C&amp;SD reviews the measures from time to time to ensure the provision of timely and quality services to the public. Information on the use of services by people of diverse race is collected regularly for continuous assessment and improvement of service provision. Feedback and suggestions from service users of diverse race will be considered.</li></ul>  |
| Additional Measures Taken/<br>To Be Taken | <ul style="list-style-type: none"><li>● C&amp;SD will continue to keep in view the needs of people of diverse race and ensure the provision of timely and quality statistical services to members of the public irrespective of their race.</li><li>● C&amp;SD will continue to arrange staff to attend relevant training courses to enhance their sensitivity to and awareness of cultural diversity and racial equality as appropriate.</li><li>● When planning the next round of population census, C&amp;SD will continue to step up its measures and publicity efforts such as provision of translation services to people of diverse race to facilitate the provision of the required data and production of publicity materials in languages other than Chinese and English.</li><li>● Since 2020, C&amp;SD has participated in the Internship Programme for Non-ethnic Chinese Students organised by the Civil Service Bureau to help non-</li></ul> |

ethnic Chinese students gain work experience and enhance their competitiveness for employment. The programme also enhances the understanding of staff of the department on racial diversity and cultural differences in the workplace.

For enquiries in regard to the services provided, please contact Mr Benjamin CHEUNG Chu-wa, Service Manager (Survey Matters) via the following channels:

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E-mail : [survey@censtatd.gov.hk](mailto:survey@censtatd.gov.hk)

Address : 11/F, Trade and Industry Tower, 3 Concorde Road, Kowloon, Hong Kong

**Census and Statistics Department**

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