

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

### **Electrical and Mechanical Services Department**

The Electrical and Mechanical Services Department is committed to enhancing the safety and the quality of life of our community by ensuring that electrical and mechanical (E&M) and energy technologies are harnessed in a safe, reliable, economical and environment-friendly manner. We are also committed to improving the quality of life for our community through continuous enhancement of our E&M engineering services. We attach great importance to ensuring equal access to the services concerned by all members of the public, regardless of their racial background.

#### **A. Registration and Permit Office (RPO)**

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| Services<br>Concerned | <ul style="list-style-type: none"><li>● To serve members of the public and the trade who submit permit and licence applications. All enquiries and applications will be handled regardless of the enquirers' / applicants' race or ethnic origin.</li></ul>   |
| Existing<br>Measures  | <ul style="list-style-type: none"><li>● All application forms, information leaflets and pamphlets available for distribution to the public are printed in both Chinese and English. Subject to the operational need, translation services will be arranged.</li><br/><li>● Language identification cards and posters are displayed in conspicuous positions at the RPO for promoting the interpretation services through the Telephone Interpretation Service (TELIS) hotline of the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). If people of a diverse race speaking neither Chinese nor English require the interpretation services of CHEER, RPO staff will assist them to call the TELIS hotline.</li><br/><li>● Training and experience sharing sessions are provided for staff to enhance their racial sensitivity and understanding of racial equality.</li></ul> |

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| Assessment of Future Work               | <ul style="list-style-type: none"> <li>● Feedback / suggestions from staff will be considered for continuous improvement of the services provided.</li> <li>● Feedback / suggestions from people of different races will also be considered to see if further enhancements can be made where necessary and appropriate.</li> </ul>   |
| Additional Measures Taken / To Be Taken | <ul style="list-style-type: none"> <li>● Draw up work manuals / procedures for language services, and ensure all staff, especially frontline staff, are aware of the language services policies and familiar with the prescribed work procedures.</li> <li>● Data will be collected on use of services by people of different races to enable ongoing monitoring of the effectiveness of service provision.</li> </ul> |

## **B. Customer Service Centre (CSC) / General Telephone Enquiries**

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| Services Concerned | <ul style="list-style-type: none"> <li>● A round-the-clock call centre for providing a hotline service for enquiries and fault reports regarding government E&amp;M facilities and other general enquiries by members of the public. All enquiries and reports will be handled regardless of the callers' race or ethnic origin.</li> </ul>   |
| Existing Measures  | <ul style="list-style-type: none"> <li>● The hotline service is available in both Chinese and English. Subject to the operational need, interpretation services will be arranged.</li> <li>● Language identification cards and posters are displayed in conspicuous positions at the CSC and other appropriate locations for promoting the interpretation services through the TELIS hotline of CHEER. If people of a diverse race speaking neither Chinese nor English require the interpretation services of CHEER, CSC staff will assist them to call the TELIS hotline.</li> <li>● Training and experience sharing sessions are provided for staff to enhance their racial sensitivity and understanding of racial equality.</li> </ul> |

Assessment of Future Work

- Feedback / suggestions from staff will be considered for continuous improvement of the services provided.
- Feedback / suggestions from people of different races will also be considered to see if further enhancements can be made where necessary and appropriate.

Additional Measures Taken / To Be Taken

- Draw up work manuals / procedures for language services, and ensure all staff, especially frontline staff, are aware of the language services policies and familiar with the prescribed work procedures.
- Data will be collected on use of services by people of different races to enable ongoing monitoring of the effectiveness of service provision.

**C. Staff Training**

Services Concerned

- To enhance staff’s awareness of racial sensitivity and understanding of racial equality.

Existing Measures

- Element of racial equality has been incorporated into various staff training programmes.
- Seminars and experience sharing sessions are provided for staff to enhance their racial sensitivity and understanding of racial equality.

Assessment of Future Work

- Feedback and comments from staff will be collected for refining the content of the training programmes for better understanding of racial equality by the staff.

Additional Measures Taken / To Be Taken

- Draw up work manuals / procedures for language services, and ensure all staff, especially frontline staff, are aware of the language services policies and familiar with the prescribed work procedures.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Technical Secretary (Ms NG Yuk-wa) via the following channels -

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**Electrical and Mechanical Services Department**  
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