

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

### **Trade and Industry Department**

The mission of the Trade and Industry Department (TID) is to facilitate and support the development of trade and industry in Hong Kong through promoting Hong Kong's commercial relations with our trading partners, providing trade support and facilitation and providing support for small and medium enterprises (SMEs) and industries.

We are committed to ensuring that people of Hong Kong, regardless of their race, enjoy equal access to our services.

#### **Services Concerned**

- To promote the free trade agreements and investment promotion and protection agreements forged by Hong Kong with other economies, and to provide updated information regarding changes in major trading partners' trade regulations and policies.
- To provide various licensing and registration services for the trade, and origin certification service for the export of Hong Kong products.
- To implement various funding schemes to enhance the competitiveness of SMEs and their long-term development.

#### **Existing Measures**

- Services are provided in Chinese and/or English. All information leaflets and pamphlets available for distribution to the public are printed in both Chinese and English.
- Interpretation service will be arranged where necessary and appropriate through Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). CHEER provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese.

- Staff are invited/ nominated to attend related training organized by other government departments and organizations to enhance their awareness of racial sensitivity and understanding of racial equality.

#### Assessment of Future Work

- TID will consider comments from the public and staff, with a view to improving our services.
- Data on service users of diverse race will be collected to facilitate our review of services.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Ms Anthea TSANG, Departmental Customer Service Manager via the following channels -

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**Trade and Industry Department**  
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