為受歧視的人討回公道

平機會的主要職能是調查市民根據反歧視條例提出的投訴,鼓勵爭議各方進行調停,並就法例下涉及歧視的情況和問題作出主動調查。

香港現時有四條反歧視條例,分別為《性別歧視條例》、《殘疾歧視條例》、《家庭崗位歧視條例》和《種族歧視條例》,禁止基於性別、懷孕、婚姻狀況、殘疾、家庭崗位和種族的歧視;同時保障公眾免受中傷和騷擾,包括性騷擾。

反歧視條例僱傭範疇的條文不單保障僱員,也保障求職者和合約員工。此外,條例還涵蓋職業介紹所,以及成為合夥人、加入專業團體和工會的活動。 至於非僱傭範疇的條文則涵蓋教育、提供貨品或服務、參與會社及體育活動、處所管理和政府的活動等方面。

平機會致力維持有效快捷的服務,以處理公眾的查詢和投訴。為此,平機會已制定詳盡的投訴處理程序和設立一套投訴數據庫與管理系統。平機會並為處理投訴的員工提供透徹的職前和在職培訓,確保他們對反歧視法例和投訴數據庫有深入的認識。

回覆公眾查詢

平機會的查詢分為兩類,即:一般查詢和具體查詢。一般查詢通常有關平機會的活動和反歧視法例的條文;而具體查詢則關乎一些可能會變為投訴的情況和事件。

Providing Redress for Discrimination

Among the major functions of the EOC are to conduct investigation into complaints lodged under the anti-discrimination ordinances and encourage conciliation between the parties in dispute, and to undertake self-initiated investigation into situations and issues giving rise to discrimination concerns under the legislation.

Currently, Hong Kong has four anti-discrimination ordinances, namely the Sex Discrimination Ordinance (SDO), the Disability Discrimination Ordinance (DDO), the Family Status Discrimination Ordinance (FSDO), and the Race Discrimination Ordinance (RDO). They prohibit unlawful discrimination on the grounds of sex, pregnancy, marital status, disability, family status and race. The legislation also provides protection from vilification and harassment, including sexual harassment.

The employment-related provisions of these ordinances provide protection not only to employees, but also to job applicants and contract workers. Furthermore, they cover activities relating to employment agencies and admission to partnerships, professional bodies and trade unions. The non-employment-related provisions cover areas such as education, the provision of goods or services, participation in clubs and sporting activities, the management of premises, and Government activities.

The EOC is dedicated to maintaining an effective and efficient public enquiry and complaint-handling system. To this end, the EOC has developed comprehensive complaint-handling procedures and a complaints database and management system. Staff members handling complaints are provided with thorough training before and during their course of work to ensure that they have solid understanding of the anti-discrimination legislation and complaints database.

Answering Enquiries from the Public

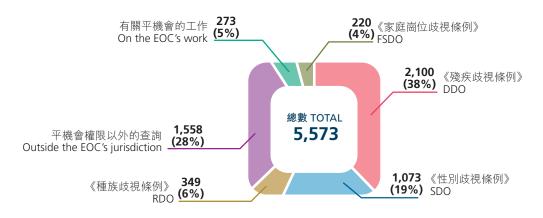
There are two types of enquiries, namely general enquiries and specific enquiries. General enquiries are normally related to questions on the EOC's activities and the provisions of the anti-discrimination laws, while specific enquiries cover questions on scenarios or incidents that may become complaints.

平機會在2016/17年度共處理了15,156宗查詢,當中9,583宗為一般查詢,5,573宗為涉及具體情況的查詢。大部分人透過平機會的電話熱線作出查詢,其次為書信和與平機會職員當面對談。

In 2016/17, the Commission handled a total of 15,156 enquiries: 9,583 general enquiries and 5,573 on specific situations. The largest proportion of enquiries was made through the EOC telephone hotline, followed by writing and face-to-face interviews.

2016/17年度處理的具體查詢數字

Breakdown of Specific Enquiries Handled in 2016/17



投訴處理

平機會獲授權處理根據反歧視條例提出有關歧視、騷擾和中傷的投訴。如有人感到自己在任何受保障的範圍受以說,可親身或透過代表向平機會獨合出書面投訴。平機會調查投訴時會審視開大數。平機會致力在合適的情況會作出回應。平機會致力在合適的情況下透過調停解決爭議,協助爭議各方產成和解。

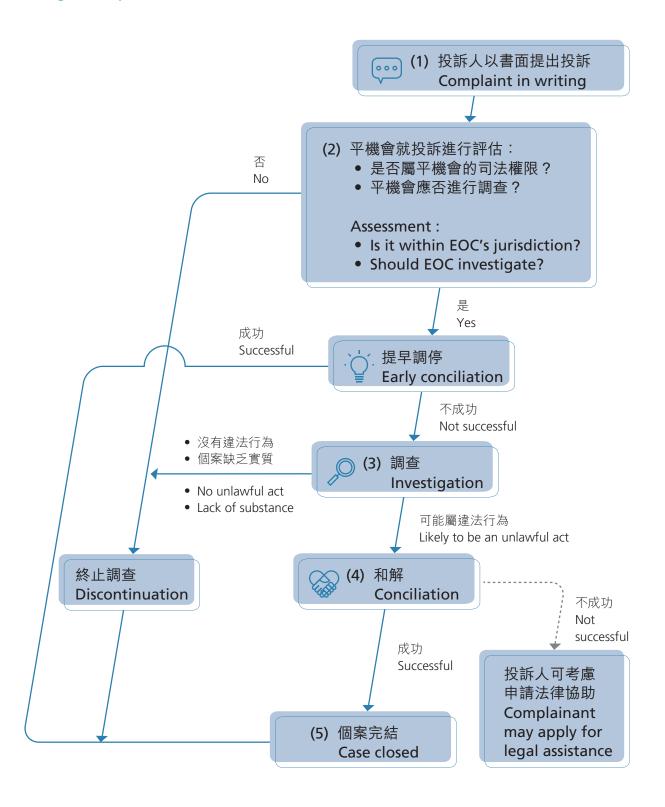
若各方未能和解,投訴人可向平機會申請其他形式的協助。平機會會審視每宗申請,考慮個案涉及的原則和申請人有沒有能力在沒有協助的情況下解決案件。平機會提供的協助包括法律意見、法律協助或任何其他形式的合適協助(有關法律協助的資料請參閱第63頁)。

Complaint-handling

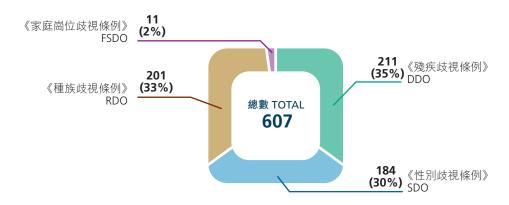
The EOC is mandated to deal with complaints of discrimination, harassment and vilification under the anti-discrimination ordinances. Persons who feel that they have been discriminated against on any of the protected grounds can lodge a complaint in writing, either personally or through a representative, with the EOC. When investigating a complaint, the EOC examines information relevant to the case and gives all involved parties adequate opportunities to respond. Where it is considered appropriate, the EOC endeavours to resolve the matter through conciliation, helping the disputing parties reach a settlement.

If a settlement cannot be reached, the complainant may apply to the EOC for other forms of assistance. The EOC will look at each application individually, considering issues of principle, as well as the ability of the applicant to deal with the case unaided. Assistance given can include legal advice, legal assistance, or any other forms of assistance deemed appropriate (please refer to p. 63 for information on legal assistance).

向平機會提出投訴 Taking a Complaint to the EOC

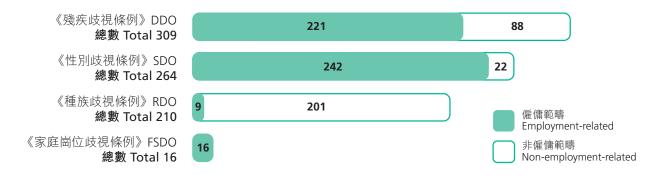


2016/17年度新收到的歧視投訴 New Discrimination Complaints Received in 2016/17: 數字: 607 607



2016/17年度已處理投訴的總數(包括2015/16年尚未完成的案件): 799宗

Total Number of Complaints Handled in 2016/17 (including cases carried over from 2015/16): 799



有關《殘疾歧視條例》的投訴

- 根據《殘疾歧視條例》提出的309宗 投訴中,有221宗(72%)屬僱傭範疇,88宗(28%)屬非僱傭範疇。
- 僱傭範疇的個案大多數與病假和 工傷有關,爭議主要圍繞員工執 行固有工作要求的能力、對員工 的遷就或不合情理的困難。
- 非僱傭範疇的個案大多數涉及提 供貨品、設施或服務,或出入處所 的通道問題。

Complaints Related to the DDO

- Of the 309 complaints lodged under the DDO, 221 (72%) were related to employment and 88 (28%) were non-employment-related.
- For the employment-related cases, the majority were in relation to sick leave and work injuries. The disputes were mainly over the ability to perform the inherent requirements of a job, accommodation given to an employee, or unjustifiable hardship.
- For those cases not related to employment, the majority involved the provision of goods, facilities or services, or access to premises.

有關《性別歧視條例》的投訴

- 懷孕歧視和性騷擾個案仍佔《性別 歧視條例》下投訴的首兩位。
- 在264宗《性別歧視條例》個案中, 有242宗屬於僱傭範疇,當中43% (103宗)涉及懷孕歧視,45%(108 宗)涉及性騷擾。
- 平機會亦調查了22宗非僱傭範疇 投訴,當中23%(5宗)有關性別歧 視,68%(15宗)有關性騷擾,另9% (2宗)有關使人受害的歧視。

有關《種族歧視條例》的投訴

- 平機會收到《種族歧視條例》的投訴有210宗,當中9宗(4%)屬僱傭範疇,201宗(96%)屬非僱傭範疇。
- 89%的非僱傭範疇個案與種族中 傷有關。

有關《家庭崗位歧視條例》的投訴

- 有關《家庭崗位歧視條例》的16宗 投訴全屬僱傭範疇。
- 大部分個案(81%)都是投訴人因家 庭崗位而遭解僱。

平機會作出的主動調查:35宗

平機會亦就其留意到的違法行為主動作出調查,和跟進由第三方或不想參認語會過程的個別受屈人士機會的歧視事件。在這些情況下,相關方面查詢事件、解釋記念中國的條文,並建議他們改善情況。稱會於2016/17年度處理了共35宗這類經濟學於2016/17年度處理了共35宗這類經濟學於2016/17年度處理了共35宗這類個會於2016/17年度處理了共35宗這類個會於2016/17年度處理了共35宗這與機會於2016/17年度處理了共35宗這與機會於2016/17年度處理了共35宗這與機會於2016/17年度處理的問題),其次為《提明問題》。

Complaints Related to the SDO

- Pregnancy discrimination and sexual harassment continued to occupy the top two ranks of cases lodged under the SDO.
- Of the 264 SDO cases, 242 were employment-related allegations. Of these, 43% (103 cases) involved pregnancy discrimination, while 45% (108 cases) involved sexual harassment.
- Investigations were also made into 22 non-employment-related allegations, 23% (5 cases) of which were related to sex discrimination, 68% (15 cases) to sexual harassment, and 9% (2 cases) to victimisation.

Complaints Related to the RDO

- Of the 210 RDO cases, 9 (4%) were employment-related and 201 (96%) non-employment-related.
- For the latter category, 89% of the cases concerned racial vilification.

Complaints Related to the FSDO

- All of the 16 FSDO allegations were employment-related.
- The majority (81%) of the allegations in the employment field concerned dismissal on the ground of family status.

EOC-initiated Investigations: 35

The EOC also initiated investigations into incidents involving unlawful acts. These incidents were noticed by the Commission, or brought to the attention of the EOC by third parties or aggrieved individuals who did not wish to be involved in the investigation or conciliation process. Under these circumstances, the EOC would approach the concerned parties to inquire into the matter, explain the relevant legislative provisions, and advise them on rectifying the situation. During the year under review, the EOC handled 35 such cases, with the majority falling in the DDO category (mainly on accessibility and service provision), followed by the SDO (mainly on recruitment and service provision).

調停

平機會致力在合適的情況下透過調停協助有關各方解決爭議。調停完全是自願性質,和解的形式可以是道歉、金錢賠償、修改政策和慣例、檢討工作程序及其他安排。

2016/17年度完結的個案有632宗,當中241宗進行了調停,最終172宗成功調停,調停成功率為71%:而2015/16年度的成功率是67%。此外,有11宗個案在調查結束前已提早解決。未能成功調停的原因主要是有關各方未能就道歉和/或金錢賠償的條件達成共識。

全年共有61宗投訴個案獲撤銷,原因是投訴人無意繼續追究,或在收到答辯人/機構的初步回應後對情況有更深入的了解,決定不再跟進。最終共319宗個案因不同原因而終止,包括缺乏實質、無違法行為和投訴已超過12個月的期限。

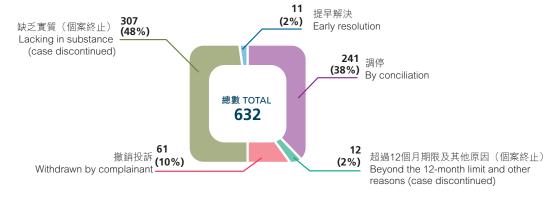
2016/17年度的已完結個案數字(根據條例分類)

Breakdown of Cases Concluded in 2016/17 by Ordinance



2016/17年度的已完結個案數字 (根據所採取的行動分類)

Breakdown of Cases Concluded in 2016/17 by Action Taken



Conciliation

Where it is appropriate, the EOC endeavours to help the parties concerned resolve their dispute through conciliation. Conciliation is completely voluntary, and the settlement can be in the form of apology, monetary compensation, change in policy and practice, review of work procedure and other arrangements.

Of the 632 cases concluded in 2016/17, 241 proceeded to conciliation, with 172 successfully conciliated. The conciliation success rate was 71%, compared to 67% in 2015/16. Another 11 cases were resolved early between the parties before the investigation was completed. The major reason for unsuccessful conciliation was disagreement on the terms of apology and/or monetary compensation among the parties concerned.

A total of 61 cases were withdrawn due to complainants having no desire to pursue the case further or acquiring better understanding of the situation after receiving initial response from the respondents. Finally, 319 cases were discontinued due to various reasons, including lacking in substance, no unlawful act found, and complaints lodged beyond the 12-month time bar.

法律協助

投訴人作出投訴後,若未能達成和解,可向平機會申請協助,以便就投訴採取法律行動。平機會管治委員會轄下的法律及投訴專責小組,成員來自不同背景,各具專業知識。他們會根據平機會律師的法律意見,考慮和決定是否為個案提供協助。

提供法律協助與否的原因

法律及投訴專責小組會考慮多項因素 以決定是否提供法律協助,包括個案是 否涉及原則問題、個案的複雜程度和證 據是否有力。這些因素在每宗個案的適 用程度不一,很多時專責小組會綜合考 慮各種原因才作出決定。

給予法律協助的主要原因包括以下各項:

- 個案能就某些重要法律問題確立 先例;
- 喚起公眾關注香港仍然常見的歧視問題(如:懷孕歧視和處所通道問題);及
- 鼓勵有關方面在制度上作出改革,消除歧視。

另一方面,不給予法律協助可能包括以 下原因:

- 個案證據不足,勝訴機會不大;及
- 以訴訟方式處理不能達致有意義的結果。

平機會給予的協助包括由平機會的律師向申請人提供法律意見、收集或評估進一步資料或證據、或由平機會的律師或由平機會聘任的私人執業律師在法律訴訟中代表投訴人。

Legal Assistance

When a complaint has been lodged, but not settled, the complainant may apply to the EOC for assistance in taking legal action on the complaint. The Legal and Complaints Committee (LCC) under the EOC Board, which comprises members of diverse backgrounds and expertise, will consider and decide whether or not to give assistance in a case based on legal advice from the EOC's lawyers.

Reasons for Giving or Not Giving Legal Assistance

In deciding whether or not to give legal assistance, the LCC considers a wide range of factors, such as whether a question of principle is involved, the complexity of the case, and the strength of evidence. The applicability of these factors varies from case to case, and often a combination of reasons is involved in reaching a decision.

The main reasons for giving legal assistance may include the following:

- Establishing a precedent on important legal issues;
- Raising public awareness in areas of discrimination which are still prevalent in Hong Kong, such as pregnancy discrimination and accessibility to premises; and
- Encouraging institutional changes to eliminate discrimination.

On the other hand, the decision of not giving legal assistance may include the following reasons:

- The evidence is insufficient to support a good prospect for success in court; and
- No meaningful result can be achieved by way of legal proceedings.

The assistance given by the EOC may include legal advice to the applicant by EOC's lawyers, legal services relating to the gathering and assessment of further information or evidence, or representation in legal proceedings by EOC's lawyers or by lawyers in private practice engaged by the EOC.

申請協助

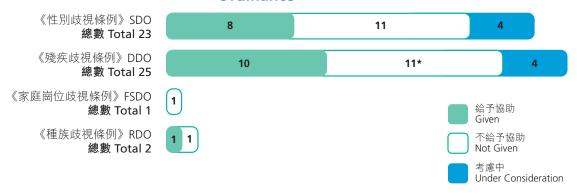
在2016/17年度,平機會共處理了52宗 法律協助申請,當中19宗獲得協助,24 宗不獲協助。截至財政年度完結時,尚 有8宗申請仍在考慮中。

Applications for Assistance

In 2016/17, the EOC handled 52 applications for assistance. Of these, 19 were given legal assistance, while 24 were not given. Another eight cases were still under consideration at the end of the fiscal year.

根據條例分類的法律協助申請數字

Breakdown on Applications for Legal Assistance by Ordinance



- * 有一宗在2016年不獲給予法律協助的申請, 經申請人要求覆檢後,申請於2017年獲給予 協助。
- * One application was not granted assistance during 2016, but upon the Applicant's request for review, the application was approved in 2017.

法律協助個案

2016/17年度有16宗在該年度或之前已 獲法律協助的個案,不是因為已解決而 毋需展開法律訴訟,便是因為個案的進 一步發展及評估證據後未獲進一步協 助。這些個案分別屬於:

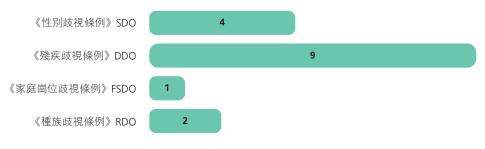
- 《性別歧視條例》僱傭範疇:4宗;
- 《殘疾歧視條例》僱傭範疇:6宗; 另有關通道和服務提供範疇有3 宗;
- 《家庭崗位歧視條例》僱傭範疇:1 宗;及
- 《種族歧視條例》服務提供範疇:2 宗。

Legally Assisted Cases

In 2016/17, 16 cases, to which legal assistance was given before and during the year, were either resolved without the need to commence legal proceedings, or were given no further assistance upon further development and assessment of evidence. Of these:

- 4 were employment-related SDO cases;
- 6 were employment-related DDO cases, and 3 were related to accessibility and the provision of services under the DDO;
- 1 was an employment-related FSDO case; and
- 2 were related to the provision of services under the RDO.

不需展開訴訟便已完結的受助個案: 16 Assisted cases concluded without commencing legal proceedings:16



另有19宗在2016/17年度或之前獲法律協助的個案仍在處理中,至年度完結時尚未有結果或未展開法律訴訟。

A total of 19 other cases, to which legal assistance was given before and during the year, remained in process, with no outcome having been reached and no court proceedings having commenced yet at the end of the period under review.

法庭案件

平機會在2016/17年度共處理10宗法庭訴訟—4宗有關《性別歧視條例》和6宗有關《殘疾歧視條例》。

在平機會律師的協助下,3宗個案不是在保密條款下成功和解而毋需進行審訊,便是在進一步發展及評估證據後未獲進一步協助。此外,法庭判另2宗個案的受助人得直。截至2017年3月31日為止,其餘5宗個案仍未完結。

和解條件

雖然平機會致力協助有需要的個案展開法律訴訟,但亦重視透過和解解決爭議。成功調停或獲法律協助後和解的案件包括以下和解條件:

- 更改政策/慣例:承諾停止歧視措施;限制日後再犯同樣行為;紀律處分;
- 提供福利,包括教育課程/培訓; 提供貨品、服務及設施;或改善設 施和無障礙通道;
- 發出推薦信;作出道歉;投訴人接受答辯人/機構的解釋;及
- 金錢賠償;提供聘用機會;復職或 向慈善機構作出捐獻。

金錢賠償

2016/17年度透過調停方式、法律協助和庭外和解獲得的金錢賠償總額達652萬港元。

Court Cases

In 2016/17, the EOC handled 10 court proceedings – four were under the SDO and six under the DDO.

With assistance from EOC's lawyers, three cases were either successfully settled on confidential terms without proceeding to trial, or were given no further assistance upon further development and assessment of evidence. The Court made ruling in favour of the assisted persons in another two cases. For the remaining five cases, they were still ongoing as of 31 March 2017.

Settlement Terms

While the EOC endeavours to assist warranted cases by way of commencing legal proceedings, the EOC appreciates the value of resolving disputes through settlement. For those cases which were successfully conciliated or settled after legal assistance, the settlement terms included:

- Changes in policies/practices; undertaking to cease discriminatory practices; restrictions on future acts; disciplinary actions;
- The provision of benefits, including education programmes/ training; the provision of goods, services and facilities; or improvements in facilities and accessibility;
- Reference letters; apologies; complainants accepting respondents' explanation; and
- Monetary compensation; offers of employment; reinstatements or donations to charity.

Monetary Compensation

The total monetary compensation secured through conciliation, legal assistance and settlement out of court during the period under review reached HK\$ 6.52 million.

政策、研究及培訓

平機會致力改變社會上的歧視態度,推動系統性的革新。為此,平機會進行研究,以建立強而有力的歧視證據基礎,促進社會人士進行辯論,從而影響公共政策。平機會亦向僱主和服務提供者發出指引,讓他們瞭解其法律責任,並提倡良好常規與政策。

「平等機會意識公眾意見調查 2015」結果

平機會自1998年起定期進行「平等機會 意識公眾意見調查」,以瞭解公眾對歧 視問題的態度和認識,並評估公眾對平 機會的工作及工作效益的看法。

2016年7月,平機會發布了「平等機會意識公眾意見調查2015」的結果。是次調查於2015年進行,透過電話訪問及自填問卷調查,分別成功訪問了1,500位15歲或以上的公眾人士及213位平機會服務使用者。總括而言,對比2012年的調查結果,公眾對平機會的認知程度有所提升,並給予平機會的工作正面評價。以下為調查的主要結果:

公眾人士

- 56%的公眾人士在沒有提示下能 指出平機會是香港促進平等機會 的機構;經提示後,整體認知程度 更大幅提升至98%。
- 82%的公眾人士留意到平機會在 過去12個月在教育、推廣及宣傳 方面的活動。
- 70%的市民同意「平機會提高公眾 對平等機會及歧視的認識」。

Policy, Research and Training

The EOC is committed to driving attitudinal changes and systemic reforms in society to eradicate discrimination. To this end, the EOC strives to influence public policies through research studies, building a strong evidence base and facilitating informed debate among community members. The EOC also publishes guidance to employers and service providers about their obligations under the law, and advocates best practices and policies.

Findings of the 2015 Equal Opportunities Awareness Survey

Since 1998, the EOC has conducted the Equal Opportunities Awareness Survey periodically to gauge the general public's attitude and understanding on discrimination issues, and assess the public's perception of the Commission's work and effectiveness.

In July 2016, the EOC released the findings of the 2015 Equal Opportunities Awareness Survey. In total, 1,500 members of the general public (aged 15 or above) and 213 EOC service users were successfully enumerated via telephone interviews and self-administered questionnaire survey respectively in 2015. Overall, there were greater awareness of the EOC since the last survey in 2012 and positive views of the EOC's work. The major findings of the survey are listed below:

General Public

- 56% could name the EOC spontaneously, without prompting, as the organisation in Hong Kong working towards the promotion of equal opportunities. After prompting, this figure rose significantly to 98%.
- 82% were aware of the EOC's educational, promotional and publicity activities in the past 12 months.
- 70% agreed that "the EOC has enhanced public understanding of equal opportunities and discrimination."

平機會服務使用者

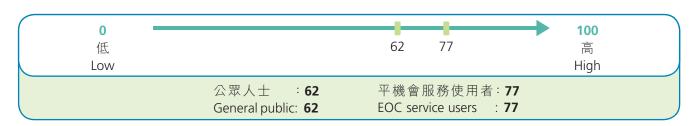
- 92%的服務使用者認同「平機會 提高公眾對平等機會及歧視的認 識」。
- 86%的服務使用者認為「平機會恰當地執行宣傳及教育的工作」。

EOC Service Users

- 92% agreed that "the EOC has enhanced public understanding of equal opportunities and discrimination".
- 86% felt that the EOC's "promotion and education work is appropriately carried out".

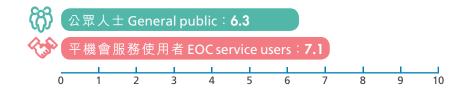
反歧視態度的趨向(0→100)

Tendency of anti-discriminatory attitude (0 →100)



平機會的表現總評價(1-10分)

Rating of overall performance of EOC (Point 1–10)



培訓與顧問服務

有見歧視通常在學校、工作場所和提供 貨品、服務或設施的過程中發生,平機 會致力向這些範疇的有關人士提供培 訓和顧問服務,以期他們可作把關者, 從源頭防止歧視發生。

平機會自2001年起已提供此類服務, 截至2017年3月共提供近5,200個培訓班,參加人次達25萬。僅在2016/17年度,平機會培訓組便已提供445個培訓班,參加人次接近21,000。

Training and Consultancy

Since discrimination often takes place in schools, in the workplace and during the course of providing goods, services or facilities, the EOC strives to prevent discrimination at its source by educating the gatekeepers on these fronts through the provision of training and consultancy services.

The EOC has been offering such services since 2001. Nearly 5,200 training sessions had been provided from then up to March 2017, with the number of participants reaching 250,000. In 2016/17 alone, the Training Unit of the EOC provided a total of 445 training sessions for close to 21,000 participants.

定期培訓和專設課程

平機會每年提供兩種培訓課程,分別為定期培訓和專為個別機構而設計的培訓。定期培訓於每年春/秋兩季舉辦,供公眾參加;另外又會應機構要求而提供專設培訓課程。

在2016/17年度,平機會舉辦了34班定期培訓課程,參加人次達835人;而專設培訓課程則達403個,參與人次超過2萬名。最受歡迎的題目是四條反歧視條例,其次為性騷擾。

Calendar Training and Customised Training

The EOC offers two types of training programmes every year, namely the calendar training programmes, which are offered to the public twice a year in spring and autumn, and customised training programmes provided for organisations on request.

In 2016/17, the EOC conducted 34 training sessions for 835 participants under the calendar training programmes. As for customised training, 403 sessions were conducted for over 20,000 participants. The most popular topic was the anti-discrimination ordinances, followed by sexual harassment.



顧問服務

平機會繼續為機構提供政策檢討服務,協助僱主制定處理工作間歧視和性騷擾的適當政策和程序,亦為機構在編寫有關平等機會的內部培訓教材上提供顧問服務。在2016/17年度,平機會為4間機構提供了4宗顧問服務,受惠員工超過4,000人。

Consultancy Services

The EOC continued to provide policy review services for organisations with a view to assisting employers in developing appropriate policies and procedures to deal with workplace discrimination and sexual harassment. It also offers consultancy services to organisations in the development of internal training packages relating to equal opportunity issues. In 2016/17, the EOC worked on a total of four consultancy cases for four organisations covering more than 4,000 employees.

為各界持份者提供服務

平機會培訓與顧問服務的對象廣泛, 包括不同界別的持份者,且涵蓋眾多主 題,以下是部分例子。

Serving an Array of Stakeholders

The EOC's training and consultancy services cover a wide range of stakeholders from different sectors and topics. The following are some examples.

持份者 Stakeholder	平機會在2016/17年度提供的服務 Services offered by the EOC in 2016/17
政府部門和公營機構 Government departments and public bodies	 舉辦共97個培訓班。 Conducted a total of 97 training sessions. 在公務員事務局轄下的公務員培訓處統籌下,為公務員包括新入職員工、行政主任和政務主任舉辦了20個不同主題的工作坊。 Lined up 20 workshops on different topics for civil service staff, including new recruits, Executive Officers and Administrative Officers, through the coordination of the Civil Service Training and Development Institute of the Civil Service Bureau.
人力資源從業員 Human resource practitioners	 應香港人力資源管理學會的要求,繼續為人力資源從業員提供平等機會培訓。培訓是「勞工法與員工投入證書課程」的一部分,修畢此課程才能成為學會的專業會員。 Continued to provide EO training to human resource practitioners upon the request of the Hong Kong Institute of Human Resource Management (HKIHRM). The training course is part of an accredited programme leading to a certificate in employment law and employee engagement, which is a requirement for Professional Membership at the HKIHRM. 透過香港中華廠商聯合會舉辦的課程,為中小型企業的經理和人力資源從業員提供培訓。 Offered training for managers and human resource practitioners of small and medium-sized enterprises (SME) through courses organised by The Chinese Manufacturers' Association of Hong Kong.
校長及學校員工 School principals and staff	 應教育局的要求,為近2,000名校長、教師及校本管理委員會委員提供平等機會培訓。 Provided EO training for nearly 2,000 principals, teachers and members of school-based management boards at the request of the Education Bureau.
非政府組織和工會 NGOs and trade unions	 為多個非政府組織和工會的員工和服務使用者舉辦了共24個工作坊。 Organised a total of 24 workshops for the staff and clients of various NGOs and trade unions.

就特別主題提供培訓 Offering Training on Special Topics

主題 Topics	平機會在2016/17年度提供的服務 Services offered by the EOC in 2016/17
《種族歧視條例》 The Race Discrimination Ordinance	 平機會在推出《推動種族共融及預防種族歧視:學校及家長須知》後, 共舉辦了4場有關該書的簡介會,有超過300位校長和教師出席。 Conducted a total of four briefing sessions on the EOC's guidance booklet "Promotion of Racial Integration and Prevention of Racial Discrimination in Schools", which were attended by over 300 principals and teachers.
	為提高公眾對《種族歧視條例》的認識和文化敏感度,為超過4,700名人士舉辦了超過90個講座、培訓工作坊和簡介會。參加者來自不同背景,包括外籍家庭傭工、其他少數族裔群體、教師、學生,以及政府各決策局/部門和公營機構的前線人員。 Organised over 90 talks, training workshops and briefings on the Race Discrimination Ordinance and cultural sensitivity for over 4,700 participants from different backgrounds, including foreign domestic workers, other ethnic minority communities, teachers, students, and frontline staff of Government bureaux, departments and public bodies.
無障礙通道和設施 Accessibility	舉辦了11個課程,參加人次超過500,主要是負責處理無障礙通道和設施事宜的專責人員,和政府各決策局和部門的前線人員。 Conducted 11 courses for over 500 participants, who were mainly designated officers handling accessibility matters and frontline staff of Government bureaux and departments.
性騷擾 Sexual harassment	• 與13所本地大專院校繼續合作推廣平機會的「防止校園性騷擾網上課程」,以防學生和職員受性騷擾。自網上課程推出後,截至2017年3月31日已有超過7,500人次登記和完成課程。 Continued to work with 13 local tertiary institutions to promote the EOC's "A Matter of S/HE Online Training Module" on preventing sexual harassment to students and staff. Since the introduction of the module and up until 31 March 2017, over 7,500 students already registered and completed the online training module.
	 在2016/17學年為大學生和大學教職員舉辦了一系列關於防止性騷擾和促進性別平等的培訓工作坊和簡介會,超過1,200人次參與。 Organised a series of training workshops and briefings on sexual harassment prevention and gender equality for over 1,200 university students and staff during the 2016/17 school year.

平等機會之友會

平機會於2006年成立平等機會之友會,藉此與一群負責防止工作間歧視的人士(包括僱主、人力資源從業員、主管和培訓導師等)建立溝通平台。

在2016/17年度,約240位人力資源從業員和僱主加入了該會,他們分別來自超過170間企業、政府部門、非政府組織、大學和中小型企業。

Equal Opportunity (EO) Club

The EOC set up the EO Club in 2006 to reach out to those who are in positions and roles to help prevent discrimination in the workplace, including employers, human resource practitioners, supervisors and trainers.

In 2016/17, some 240 human resource practitioners and employers from over 170 corporations, Government departments, NGOs, universities, and SMEs participated in the EO Club.

Through the Club, the EOC aims to deepen the understanding of the anti-discrimination ordinances among the members, and create a platform for them to exchange with one another and with professionals on the experience of preventing discrimination. For example, the EOC organised a seminar entitled "Promoting Equal Opportunities of Pregnant Women and Working Mothers in the Workplace" for the Club members on 9 September 2016. Representatives from the Hong Kong Committee for UNICEF, Christian Family Service Centre, and a luxury watch company were invited to share tips and real-life good practices on creating a friendlier workplace for breastfeeding women.



平等機會之友會會員出席研討會,分享防止工作間歧視的經驗。

Members of the EO Club take part in a seminar to exchange experience of preventing discrimination in the workplace.



社會參與及宣傳

平機會於2016/17年度繼續透過各種不同方法,宣傳平等機會概念和教育公眾認識歧視問題,並配合平機會在該年度的策略性工作重點,推出多項特定推廣項目。

主題性推廣項目

2014《性別歧視(修訂)條例》之宣傳 項目

已修訂的《性別歧視條例》保障不同性別的服務提供者免受顧客性騷擾。為了推廣條例,平機會進行大型宣傳項目,分別在電視、電台及戶外推出廣告。

平機會在各主要電視台及電台播放宣傳短片和聲帶,其後又把宣傳短片和聲帶 帶上載至平機會網頁、YouTube頻道及 手機應用程式。

至於戶外廣告,2016/17年第一季我們在港鐵車站推出了大型海報廣告,策略性地在各主要路綫(包括:港島綫、荃灣綫、觀塘綫、東涌綫、將軍澳綫、馬鞍山綫、東鐵及西鐵綫)張貼海報,以吸引大眾注意。

Community Participation and Publicity

In 2016/17, the EOC continued to promote equal opportunities concepts and educate the public on discrimination issues through a variety of channels. At the same time, specific promotions were rolled out in line with the strategic focuses of the EOC during the year.

Thematic Campaign and Promotion

Awareness Campaign on the Sex Discrimination (Amendment) Ordinance 2014

To promote the amended Sex Discrimination Ordinance (SDO), which protects service providers regardless of gender from sexual harassment by customers, the EOC undertook an extensive awareness campaign which spanned TV, radio and out-of-home advertising.

The TV and radio promotions took the form of APIs (Announcements of Public Interest), which were broadcast on major TV and radio channels and later uploaded onto the EOC's website, YouTube channel and mobile app.

As for out-of-home advertising, we launched a large-scale MTR poster advertising campaign to catch public attention in the first quarter of 2016/17. The posters were strategically placed along major lines of the MTR network, including the Island, Tsuen Wan, Kwun Tong, Tung Chung, Tseung Kwan O and Ma On Shan lines, as well as the East Rail and West Rail lines.





傳統媒體宣傳活動

電視及電台宣傳

除了宣傳已修訂的《性別歧視條例》,平 機會亦透過電視及電台宣傳平等機會 信息。年內宣傳活動包括:

- 宣傳環節 2016/17年度香港電台 第二台亦全年播放關於平等機會 及消除歧視的宣傳環節。這些環 節已上載到平機會及香港電台的 網頁,方便公眾收聽。
- 訪問一此外,平機會委員及管理 層人員為電台和電視進行了近60 個訪問,以探討與歧視和平等機 會相關的重要問題和社會時事熱 話。

Maintaining Presence in Traditional Media

TV and Radio Promotions

Besides the awareness campaign on the amended SDO, the EOC made use of TV and radio to promote general equal opportunities messages. Promotions during the year included:

- The Equal Opportunities Diversity Project on RTHK Radio 2 First run in 2006, the 2016/17 programme ran for another fruitful year from 7 April 2016. It took the format of weekly 30-minute interviews with different stakeholder groups, ranging from NGOs to academics and professionals in various fields. Issues discussed included accessibility, racial inclusion, equal education opportunities, gender equality, prevention of sexual harassment and pregnancy discrimination, work-life balance, breastfeeding, elderly-friendly employment practices and corporate social responsibilities.
- Promotional segments Promotional segments were broadcast on RTHK Radio 2 throughout 2016/17 to promulgate the principles of equal opportunities and non-discrimination. These promotional segments were also uploaded on the EOC and RTHK websites for easy access by members of the public.
- Interviews Nearly 60 radio and TV interviews were lined up with Members and management of the EOC to shed light on important issues and current affairs related to discrimination and equal opportunities.







平機會主席陳章明教授在多個電台節目,包括商業電台第一台的「政好星期天」及香港電台的「自己人」,暢談平機會的工作與立場。

EOC Chairperson Professor Alfred CHAN Cheung-ming appears on various radio programmes, including Commercial Radio 1's "A Political Sunday" and RTHK's "We Are Family" to talk about the EOC's work and stance.

平機會主席的新報章專欄及專題文章

平機會主席陳章明教授自2016年10月開始為香港免費報章《am730》網上版定期撰寫專欄。陳教授透過專欄與讀者分享他對平等機會議題的見解,這些都是他從參與活動或社會見聞中的所思所想和感受。有關專欄可於《am730》網頁及手機應用程式瀏覽,平機會亦於本年度在網頁開設新欄目「主席隨筆」上載有關文章。

另外,陳教授繼續在《南華早報》及《明報》等多份本地中英文報章發表專題文章,當中包括一系列探討殘疾人士就業情況的文章。

A New Newspaper Column and Op-ed Series by EOC Chairperson

In October 2016, EOC Chairperson Professor Alfred CHAN Cheungming began writing a regular column in the online version of *am730*, a free newspaper in Hong Kong. Through this channel, Professor Chan shared his thoughts and insight on equal opportunity issues, riding on events and activities that he took part in and the latest happenings in society. The column articles are available on *am730*'s website and mobile app, as well as "The Chairperson's Perspectives" section on the EOC website, a webpage created in 2016/17.

In the meantime, Professor Chan continued to publish op-ed articles on a number of issues in several Chinese and English local dailies, such as the *South China Morning Post* and *Ming Pao Daily*, including a series of articles on the employment situation of people with disabilities.

增加新媒體宣傳

鑑於新媒體大受歡迎,平機會亦借助這 些平台推廣信息。

YouTube頻道一平機會紀錄片獲選 為聯合國「賦能影展」的參展影片

我們很榮幸,於2016年為平機會 YouTube頻道製作的紀錄片「我要闖前途」,獲選為聯合國「2016年賦能影展」 的參展影片,並是香港唯一入圍的影 片。影片貼身追蹤兩名有身體殘疾的年 輕人,回想他們成長時面對的種種困 難,以及最終如何找到醉心的工作。

平機會YouTube頻道在2016/17年度共增添了18齣新製作,包括「平等共融多媒體創作比賽」的得獎作品、平機會二十周年影片,以及「國際消除種族歧視日」公開活動的精華片段。

自平機會於2008年2月推出YouTube頻道以來,截至2017年3月底已上載了261齣短片,總瀏覽次數超過425,000次。

Extending Footprints through New Media

Given the popularity of new media, the EOC has been opening new grounds on this front.

YouTube Channel — EOC Documentary Selected for the United Nations Enable Film Festival

We are proud that a documentary we produced in 2016 for our YouTube Channel, *Recharting My Destiny*, was shortlisted and screened at the 2016 United Nations Enable Film Festival, New York. It was in fact the only video entry selected from Hong Kong. The video got up close and personal with two youths with physical disabilities who recalled the difficulties they faced growing up and how they eventually found a career about which they felt passionate.

In total, 18 new videos were added to the EOC YouTube Channel in the year, including the winning entries of the Equal Opportunities Multi-media Competition, the EOC's 20th anniversary video, and highlights of the International Day for the Elimination of Racial Discrimination (IDERD) public event.

Since the EOC YouTube Channel's launch in February 2008 and up to the end of March 2017, a total of 261 videos had been uploaded, with over 425,000 views.



平機會網站

平機會網站除了提供中英文雙語版本外,並同時包含無障礙設計,方便有不同需要的人士使用。我們的網站歷年來得到多項無障礙網頁計劃的嘉許,多獲獎。網頁為公眾提供有用的反歧視條例資訊,讓他們瞭解條例賦予的權利與責任,以及其他與歧視相關的問題,同時也介紹平機會的活動。

2016/17年度,平機會網頁錄得的點擊率超過2,430萬次,平均每月點擊率約有200萬次,每月瀏覽者超過115,000人。

EOC Website

Fully bilingual (Chinese and English) and accessible to people with different needs, the EOC's website has been recognised by various web accessibility schemes and awards through the years, providing members of the public with useful information on the anti-discrimination ordinances, their rights and liabilities under the ordinances, and other discrimination-related issues, as well as the EOC's activities.

In 2016/17, the website recorded a total hit rate of over 24.3 million, an average monthly hit rate of about 2 million, and over 115,000 visitors a month.



平機會無障礙智能手機應用程式

平機會於2016年3月2日至5月31日期間舉辦抽獎活動,以提高平機會智能手機應用程式的下載及使用率。凡於推廣期間從iOS或Android平台下載應用程式,即合資格參加抽獎,贏取豐富獎品包括一部iPad Mini。是次抽獎吸引了1,400名參加者,活動已在2016年6月圓滿結束。

The Accessible EOC Smartphone App

We ran a lucky draw between 2 March 2016 and 31 May 2016 to boost downloads and usage of the EOC smartphone app. Users who downloaded our app on the iOS or Android platforms during the promotional period were eligible to enter the lucky draw, which gave out attractive prizes including an iPad Mini. The draw attracted 1,400 participants and was successfully concluded in June 2016.

雅虎首頁的線上廣告活動

「雅虎香港」是香港最受歡迎的搜尋器之一。為了使公眾更留意平機會的工作及宣傳活動,我們於2016/17年第一季在雅虎首頁推出線上廣告活動,在首頁的顯眼位置一共推出五張橫幅廣告,包括上文提到的智能手機應用程式抽獎活動,和有關已修訂的《性別歧視條例》之宣傳短片。

公眾教育一接觸年輕新一代

全港學校巡迴演出

平機會繼續與三個本地劇團(即:大細路劇團、森林聯盟及街坊小子)合作,為學校製作和演出以平等機會、多元共融為題材的話劇和木偶劇。於2016/17年度,這些劇團為66,000多名學生進行超過380場演出。幾乎全部學校對話劇都給予[好]或[非常好]的評價。

Online Advertising Campaign on Yahoo's Homepage

Yahoo! Hong Kong is one of the most used search engines among Hong Kong web users. To capture greater attention to the EOC's work and promotions, we launched an online advertising campaign on their homepage in the first quarter of 2016/17. Five banner advertisements, including the abovementioned smartphone app lucky draw and the API on the amended SDO, were displayed in a prominent space on the Yahoo! homepage during the campaign period.

Public Education — Getting the Younger Generation Involved

Territory-wide School Roadshow

The EOC continued to engage three local theatrical troupes, namely Jumbo Kids Theatre, Forest Union and Kids on the Block, to stage plays and puppet shows on equal opportunities and diversity issues at schools. In 2016/17, over 380 performances were staged for more than 66,000 students. Almost all of the schools expressed that the plays were "good" or "very good" in the feedback survey.



學生正欣賞平機會安排的木偶劇和話劇表演。 Students enjoying puppet and drama performances arranged by the EOC.



無定型新人類

平機會的青少年師友計劃「無定型新人類」於2016/17年度繼續與新域劇團合作,為青少年舉辦「論壇劇場」並提供台訓練,吸引了五間中小學及除2017福機構參與計劃。參與出外,更別是的學校演出外,實劇場」至15年3月在北區大會堂的「論壇製新人頁之開表演。平機會並透過無定型新人頁是存在2000k專頁宣傳有關活動。該專人類」的參與者而設,分享短片、新聞及介紹社區活動。

Youth Challenge

Under Youth Challenge, the EOC's youth mentorship programme, the EOC engaged Prospects Theatre to organise the "Forum Theatre" and provide theatre training to young people. In 2016/17, the programme was joined by students from five secondary and primary schools and one NGO. In addition to performing at their own schools, the participating students were given the opportunity to take part in public performances during the Forum Theatre at North District Town Hall in March 2017. The initiative was promoted and supported by a Facebook page for Youth Challenge mentees which features videos, news and community events.

平機會的無定型新人類Facebook專頁。 The EOC maintains a Facebook page for the Youth Challenge programme.





學生參與論壇劇場的演出。 Students performing at the Forum Theatre.

賽馬會平等共融戲劇計劃

平機會是新域劇團主辦的「賽馬會平等共融戲劇計劃」的支持機構。該計劃於2015/16年度展開,獲香港賽馬會差信托基金資助超過900萬元,營運至2017/18年度。計劃的主要目的是為青少年提供平台,透過舞台演出,學習之間之一等觀念,參與打擊歧視和打破定人數更大學,不等觀念,參與打擊歧視和打破大數人。活動內容包括學校戲劇比賽會戲劇夏令營、夏季舞台製作和平等機會戲劇演出。

Second Year of the Jockey Club Equal Opportunities Drama Project

The EOC is the supporting organisation of the Jockey Club Equal Opportunities Drama Project, organised by Prospects Theatre Company Ltd. The project, which started in 2015/16, secured over \$9 million funding from the Hong Kong Jockey Club Charities Trust to run until 2017/18. The primary objective is to offer young people a platform to learn about the concepts of diversity and equality and to play a part in combating discrimination and breaking stereotypes through theatrical performances. Activities include school drama competitions, summer drama camps, summer theatre productions and EO drama showcases.

平機會在計劃籌備之初便一直提供意見,並透過我們的各種網絡協助宣傳。我們亦為是項計劃所招募的青年戲劇大使安排培訓,讓他們參與不同活動,包括平機會舉辦的國際消除種族歧視日活動、關注婦女性暴力協會舉辦的Anti-480工作坊及婦女基金會的《她非它》紀錄片放映會。

The EOC has been offering advice to the project from its conceptual stage and helped to publicise the activities through the EOC network. It also arranged activities to train the Youth Drama Ambassadors recruited under the project and engaged them in events, including the EOC's own IDERD public event, the Anti-480 workshop by the Association Concerning Sexual Violence against Women, and the "She Objects" documentary screening by The Women's Foundation.

平機會主席陳章明教授主持賽馬會平等共融戲劇計劃青年戲劇大使嘉許禮。

EOC Chairperson Prof Alfred CHAN Cheung-ming officiates at the Youth Drama Ambassadors Commendation Ceremony of the Jockey Club Equal Opportunities Drama Project.





賽馬會平等共融戲劇 計劃青年劇展的首齣 舞台製作「青春修煉 日記」的海報。

The poster of *Those* were the Days, the first Y o u t h Theatre Showcase production under the Jockey Club Equal Opportunities Drama Project.



青年戲劇大使參與平機會舉辦的工作坊。

The Youth Drama Ambassadors take part in a workshop provided by the EOC.

凝聚公眾力量

平等機會標語創作比賽

平機會在2016/17年度的第一和第二季舉辦了平等機會標語創作比賽。比賽電話場性別平等、傷健共融、尊重不同家庭崗位人士和種族平等。平機會為比賽設置專頁供網上報名,又安排在商業電台第一台播出宣傳環節,並在上文提取的「雅虎香港」首頁刊出廣告。我們收到超過4,700名參加者提交逾8,000份作品。

Engaging the General Public

Equal Opportunities Slogan Competition

The EOC launched the Equal Opportunities Slogan Competition in the first and second quarter of 2016/17. The theme of the competition was to promote gender equality, inclusion of people with disabilities, respect for people with different family statuses and racial equality. A dedicated webpage was developed for online submissions. Radio segments to publicise the competition were produced and broadcast on Commercial Radio 1, while the competition was also promoted in the Yahoo! Hong Kong advertising campaign mentioned above. More than 8,000 entries from over 4,700 participants were received.

透過中小企博覽接觸商界

2016年12月平機會再次在「國際中小企博覽」擺設攤位。這項年度盛事由香港貿發局主辦,是平機會接觸中小企理想平台。一般來說,中小企對於處理規則三日的博覽會,向入場人士派發質別三日的博覽會,向入場人士派發會別三日的博覽會,向入場人士派發會別時限的行為(工作間的平等機會》單張)和送出約2,300份紀念品,以宣傳表訊查顯示,超過94%的受訪者評價平機會的攤位為「好」或「非常好」。

Reaching out to Businesses at the World SME Expo

The EOC set up a booth at the World SME Expo again in 2016. The annual event organised by the Hong Kong Trade Development Council was the perfect platform to reach out to SMEs, which tend to be less equipped in dealing with discrimination issues. During the three-day expo in December, the EOC distributed nearly 3,000 publications, including the "Equal Opportunities at the Workplace" leaflet, and almost 2,300 souvenirs to the visitors to publicise the benefits of an inclusive workplace. A feedback questionnaire was conducted, in which over 94% of the respondents rated the EOC booth as "good" or "very good".



平機會在中小企博覽設置攤位,向中小企宣傳反歧視條例。
The EOC sets up a booth at the World SME Expo to promote the anti-discrimination ordinances to small and medium-sized businesses.

刊物及其他通訊資料

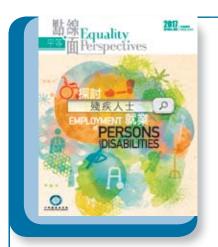
在2016/17年度,我們為持份者及公眾 出版了一系列刊物及通訊資料,包括:

- 二十周年紀念特刊(詳情請參閱第 37頁)。
- 隨著《平機會半年刊》秋季號出版後,推出嶄新期刊《平等點●線●面》,以富趣味的方式探討平等議題。創刊號已於2017年春季出版,並隨《經濟日報》在商業地區派發。
- 重印了《認識你的權利一性騷擾》 小冊子的英文、菲律賓文和印尼 文版本,並透過入境處派出超過 6,000份,主要對象是外籍家庭傭工。
- 每隔兩星期向約8,000名持份者發出《平機會電子通訊》,提供有關平機會的工作、平等機會的新聞,以及我們合作夥伴的活動之最新消息。

Publications and Other Communication Materials

In 2016/17, we produced a series of publications and communication materials for our stakeholders and members of the public. These included:

- The 20th anniversary commemorative book (please refer to p.37 for more details)
- Following the autumn issue of the EOC Journal, we put forward its successor, the brand new Equality Perspectives, which dissects equality topics in a more interesting manner. The inaugural issue was published in spring 2017 and distributed in business districts through newspaper Hong Kong Economic Times.
- The English, Tagalog and Indonesian versions of the leaflet "Know Your Rights — Sexual Harassment" were reprinted, with over 6,000 copies distributed through the Immigration Department, mainly to foreign domestic workers.
- Every other week, we sent out *News from the EOC* to update around 8,000 stakeholders on the EOC's latest work, as well as news and our partners' events related to equal opportunities.



於2017年春季出版的《平等點 • 線 • 面》創刊號。 The first issue of *Equality Perspectives* was released in spring 2017.



平機會將部分刊物譯成不同語言,向少數族裔社群傳達信息。

We translate some of our publications into other languages to reach the target ethnic minority communities.

與社區夥伴合作

維護平等,人人有責。平機會一直堅定履行執法和教育公眾的職責。然而,我們亦需仗賴我們的朋友、盟友和社區合作夥伴的支持。

於2016/17年度,我們通過以下計劃與 多個機構持續合作:

透過「平等機會社會參與資助計劃」,平機會運用社區夥伴的網絡加強公眾教育。於2016/17年度共資助了34個宣揚平等機會和預防歧視的項目,資助總額高達港幣1,086,742元。獲資助的機構都致力捍衛反歧視法例下受保障群體的權益。

Joining Forces with Community Partners

Defending equality is not a one person's job. While the EOC does its share to implement the law and educate the public, we rely on the support and efforts of our friends, allies and partners in the community.

In 2016/17, we continued to achieve synergy with other organisations and entities through the following initiatives:

• Through the Community Participation Funding Programme, the EOC leverages the networks of community partners to maximise the reach of education to the public. In 2016/17, the programme subsidised 34 projects that promoted messages of equal opportunities and discrimination prevention with HK\$1,086,742. The organisations which received funding worked towards the rights of the protected groups under the anti-discrimination legislation.



2016/17年度獲「平等機會社會參與 資助計劃」資助的項目接觸面廣泛。 Projects subsidised by the EOC's Community Participation Funding Programme 2016/17 engage different sectors of the community.



- 平機會繼續支持與我們有共同理 念的機構所舉辦的活動,以此宣 揚反歧視信息。例如:平機會在香 港大學於2016年10月舉辦的平等 機會節擺設攤位,以遊戲、展板和 講座方式向學生和大學教職員宣 傳預防性騷擾等議題。
- We continued to show support for the initiatives by organisations with which we share a similar vision, and leverage their events and activities to promote anti-discrimination messages. For instance, we set up a booth at the Equal Opportunities Festival of The University of Hong Kong in October 2016, promoting topics like sexual harassment to students and staff through games, information displays and talks.



平機會支持香港大學舉辦的2016平等機會節。 The EOC supports the 2016 Equal Opportunities Festival of The University of Hong Kong.