

# 我們的工作

## Our Work

### 投訴處理

平機會其中一項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，同時保障公眾免受殘疾和種族中傷與騷擾，以及性騷擾。

反歧視條例中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，條例也涵蓋職業介紹所，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。

### 回覆公眾查詢

平機會致力維持一個富效益且具效率的公眾查詢及投訴處理機制。平機會在2017/18年度共處理了12,497宗查詢，當中7,912宗為一般查詢，4,585宗為涉及具體情況的查詢。一般查詢通常有關平機會的活動和反歧視條例的條文；而具體查詢則關乎歧視的實際情況和事件。大部分人透過平機會的電話熱線作出查詢，其次為書信，以及與平機會職員當面對談。

### Complaint Handling

A major function of the EOC is to conduct investigation into complaints lodged under the four 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 disability and racial vilification and harassment, as well as 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.

### Answering Enquiries from the Public

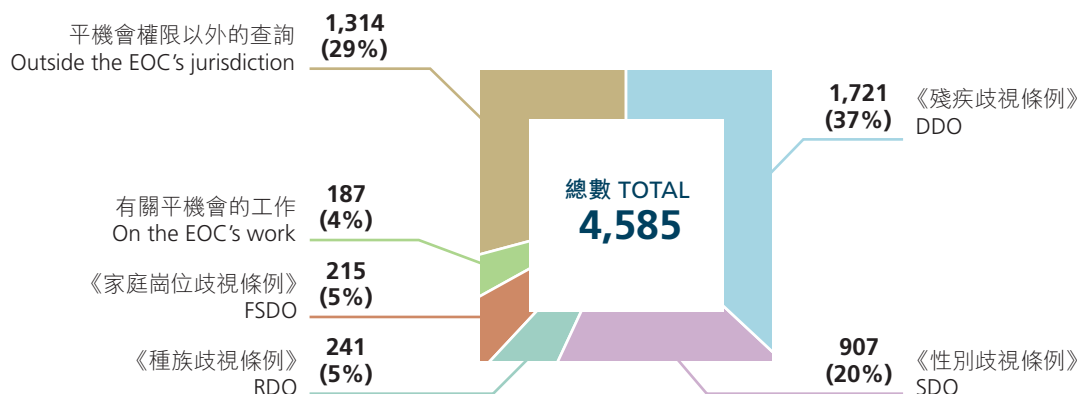
The EOC is dedicated to maintaining an effective and efficient public enquiry and complaint-handling system. In 2017/18, the EOC handled a total of 12,497 enquiries: 7,912 general enquiries and 4,585 enquiries on specific situations. General enquiries are normally related to questions on the EOC's activities and the provisions of the anti-discrimination laws, while specific enquiries cover questions on actual scenarios or incidents that relate to discrimination. The largest proportion of enquiries was made through the EOC telephone hotline, followed by writing and face-to-face interviews.

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### 2017/18年度處理的具體查詢數字

### Breakdown of Specific Enquiries Handled in 2017/18



### 投訴處理程序

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。任何人士如感到自己在受保障的範圍下受到歧視，可親身或透過代表，向平機會作出書面投訴。平機會調查投訴時，會審視與個案相關的資料，並讓涉案各方有充足機會作出回應。平機會致力在合適的情況下，透過調停解決爭議，並協助爭議各方達成和解。

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，考慮個案所涉及的原則，和申請人是否有能力在沒有協助下解決案件。平機會提供的協助包括：法律意見、法律協助，或任何其他形式並合適的協助。（有關法律協助的資料請參閱第32頁）

### Complaint-handling Procedures

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.

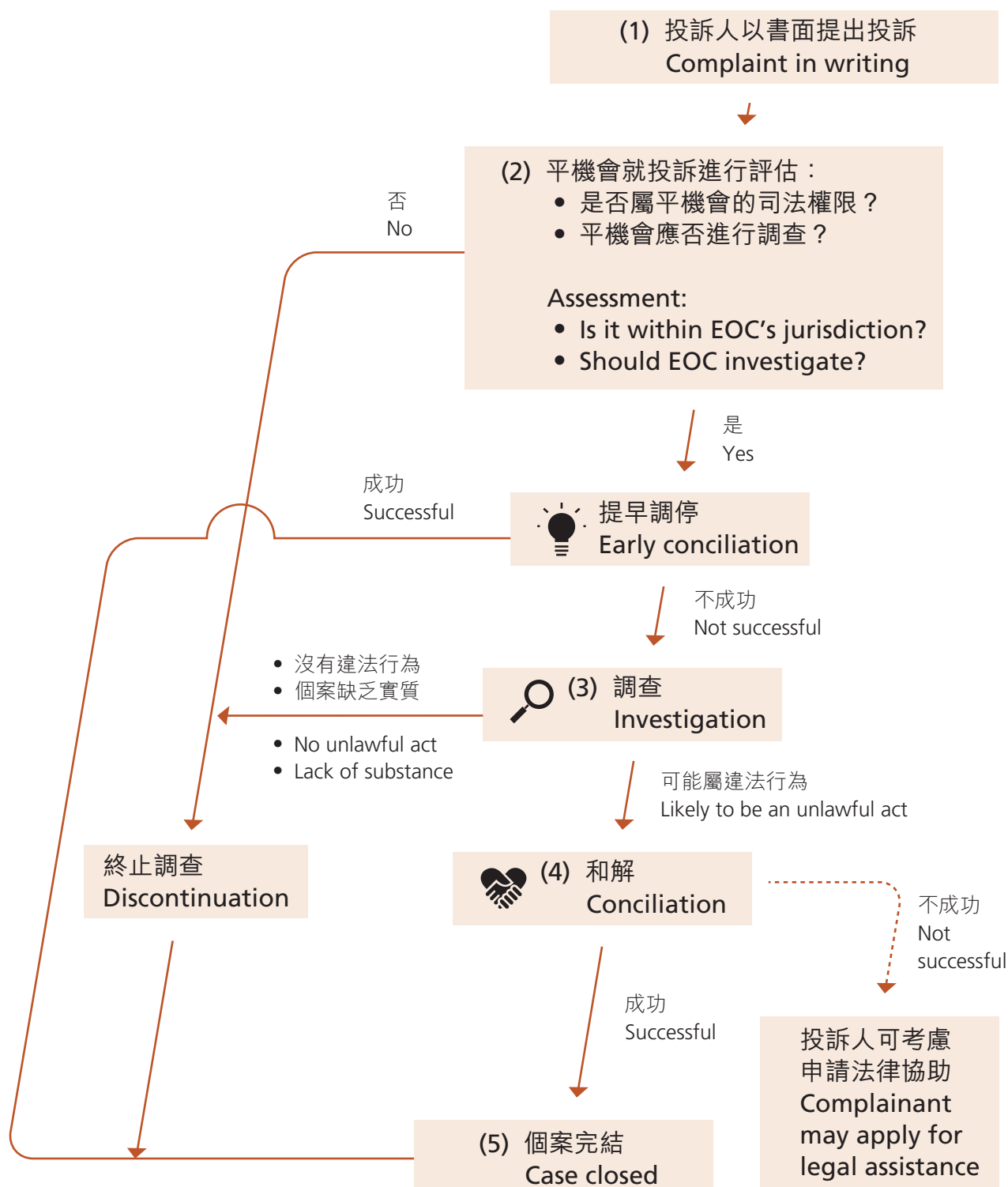
If a settlement cannot be reached, the complainant may apply to the EOC for other forms of assistance. The EOC will look at each application individually, considering issues of principle, as well as the ability of the applicant to deal with the case unaided. Assistance given can include legal advice, legal assistance, or any other forms of assistance deemed appropriate (please refer to p. 32 for information on legal assistance).

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向平機會提出投訴

Taking a Complaint to the EOC

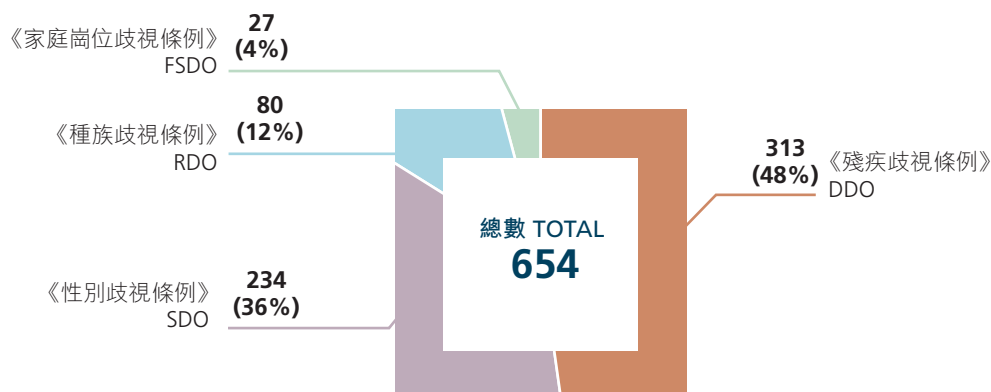


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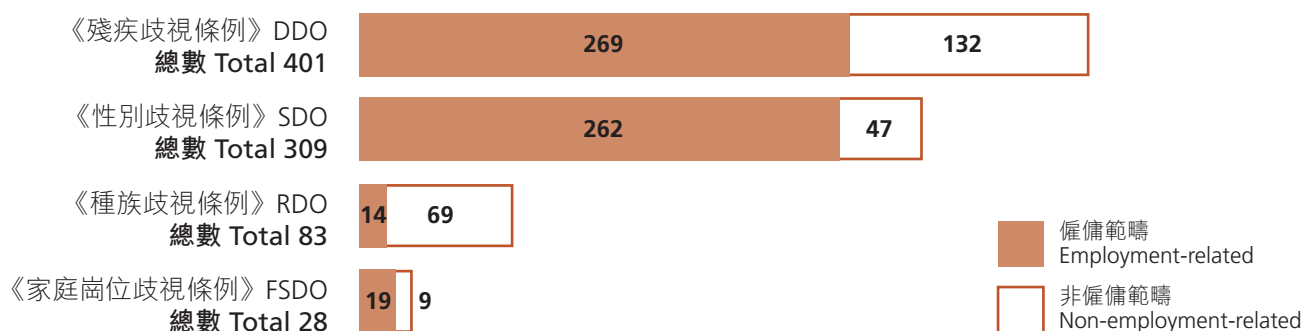
2017/18年度新收到的歧視投訴  
數字：654宗

New Discrimination Complaints Received in 2017/18:  
654



2017/18年度已處理的投訴總數  
(包括2016/17年尚未完成的案件)：821宗

Total Number of Complaints Handled in 2017/18  
(including cases carried over from 2016/17): 821



### 有關《殘疾歧視條例》的投訴

- 根據《殘疾歧視條例》提出的401宗投訴中，有269宗(67%)屬僱傭範疇，132宗(33%)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、對員工的便利措施，或不合理情的困難。
- 非僱傭範疇的個案大多數涉及提供貨品、服務或設施，或出入處所的通道問題。

### Complaints Related to the DDO

- Of the 401 complaints lodged under the DDO, 269 (67%) were related to employment and 132 (33%) were non-employment-related.
- For the employment-related cases, the majority were related to sick leave and work injuries. The disputes were mainly over the ability to perform the inherent requirements of the job, accommodation given to an employee or unjustifiable hardship.
- For those cases not related to employment, the majority involved the provision of goods, services or facilities, 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309宗《性別歧視條例》的個案中，有262宗屬僱傭範疇，當中43% (113宗) 涉及性騷擾，40% (105宗) 涉及懷孕歧視。
- 平機會亦調查了47宗非僱傭範疇的投訴，當中51% (24宗) 有關性別歧視，39% (18宗) 有關性騷擾，4% (2宗) 屬懷孕歧視，4% (2宗) 有關使人受害的歧視，另2% (1宗) 有關婚姻狀況的歧視。

### 有關《種族歧視條例》的投訴

- 在83宗《種族歧視條例》的個案中，有14宗(17%)屬僱傭範疇，69宗(83%)屬非僱傭範疇。
- 屬非僱傭範疇的個案中，有50宗(72%)涉及種族中傷，大多數關乎社交媒體平台上針對在港提出免遣返聲請人士和少數族裔的仇恨言論。

### 有關《家庭崗位歧視條例》的投訴

- 在有關《家庭崗位歧視條例》的28宗投訴中，有19宗(68%)屬僱傭範疇，9宗(32%)屬非僱傭範疇。
- 大部分屬僱傭範疇的個案(42%)都是涉及投訴人因家庭崗位而遭解僱。

### 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 309 SDO cases, 262 were employment-related allegations. Of these, 43% (113 cases) involved sexual harassment, while 40% (105 cases) involved pregnancy discrimination.
- Investigations were also made into 47 non-employment-related allegations, 51% (24 cases) of which were related to sex discrimination, 39% (18 cases) to sexual harassment, 4% (2 cases) to pregnancy discrimination, 4% (2 cases) to victimisation, and 2% (1 case) to marital status discrimination.

### Complaints Related to the RDO

- Of the 83 RDO cases, 14 (17%) were employment-related and 69 (83%) non-employment-related.
- For the latter category, 50 (72%) of the cases concerned racial vilification, with a large number relating to hate messages targeting persons making non-refoulement claims and ethnic minorities in Hong Kong on the social media platforms.

### Complaints Related to the FSDO

- Of the 28 FSDO cases, 19 (68%) were employment-related and 9 (32%) non-employment-related.
- The majority (42%) of the allegations in the employment field concerned dismissal on the ground of family status.

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#### 平機會作出的主動調查：60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，或不想參與調查或調停過程的個別受屈人士所報告的歧視事件。在這些情況下，平機會會向有關方面查詢事件，解釋相關法例的條文，並建議他們改善情況。平機會於2017/18年度共處理了60宗這類個案，大部分屬於《殘疾歧視條例》（主要是通道和服務提供的問題），其次為《性別歧視條例》（主要有關招聘和服務提供的問題）。

#### 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。

2017/18年度完結的個案有496宗，當中217宗進行了調停，最終146宗成功調停，調停成功率為67%；而2016/17年度的成功率則是71%。此外，有5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87宗投訴個案獲撤銷，原因是投訴人無意繼續追究，或在收到答辯人或機構的初步回應後，對情況有更深入的了解，而決定不再跟進。另外，187宗個案因不同原因而被終止，包括缺乏實質、無違法行為，和投訴已超過12個月的期限。

#### EOC-initiated Investigations: 60

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 60 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).

#### 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 procedures and other arrangements.

Of the 496 cases concluded in 2017/18, 217 proceeded to conciliation, with 146 successfully conciliated. The conciliation success rate was 67%, compared to 71% in 2016/17. Another 5 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.

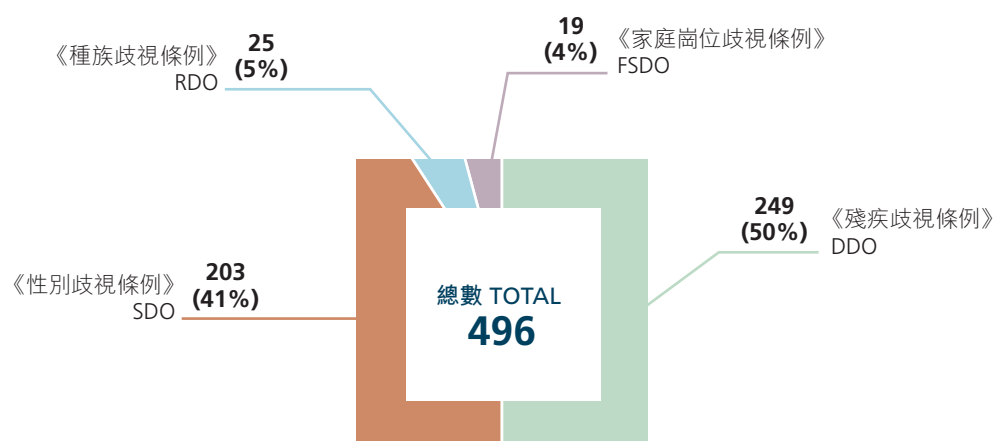
A total of 87 cases were withdrawn due to complainants having no desire to pursue the case further or acquiring better understanding of the situation after receiving initial response from the respondents. Furthermore, 187 cases were discontinued due to various reasons, including lacking in substance, no unlawful act found, and complaints lodged beyond the 12-month time bar.

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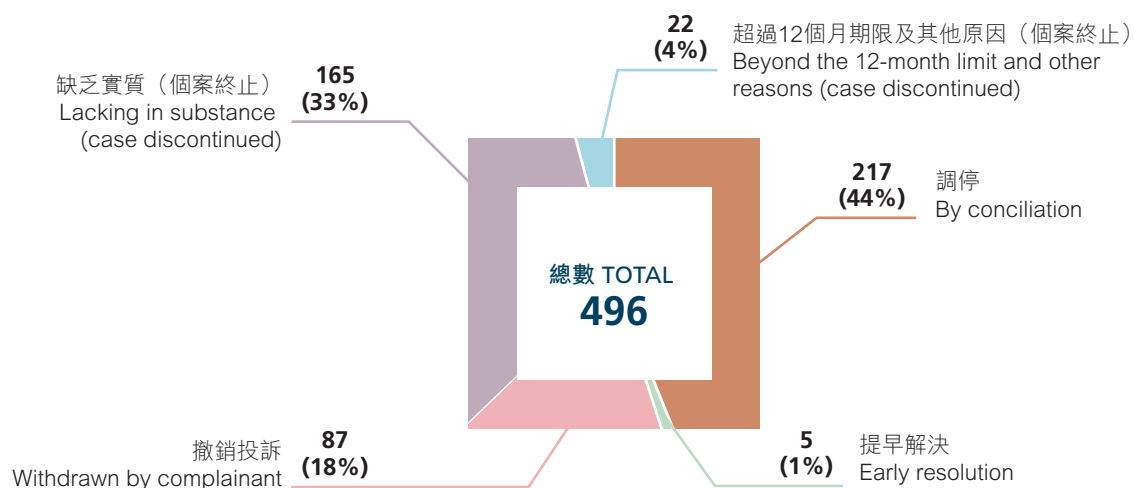
2017/18年度已完結的個案數字  
(根據條例分類)

Breakdown of Cases Concluded in 2017/18 by  
Ordinance



2017/18年度已完結的個案數字  
(根據所採取的行動分類)

Breakdown of Cases Concluded in 2017/18 by Action  
Taken





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#### 法律協助

##### 法律服務科

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。平機會的法律服務科（該科）除了負責處理法律協助申請，亦負責檢討反歧視條例的成效以及向平機會提供內部法律意見和支援。

每當收到法律協助申請時，該科會指派部門內一位律師處理有關申請。他或她會細閱與個案有關的所有文件和資料，進行法律研究，並會根據案情背景和下列原則，就應否給予法律協助，擬備一份詳盡的意見書呈交予平機會管治委員會轄下的法律及投訴專責小組。該小組的成員來自不同背景，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。

若專責小組成員決定給予某個案法律協助，負責的律師會採取一切所需的跟進行動，以協助申請人。若申請人獲法律協助而案件又無法達成和解，該科的指定律師會擔任受助人的法律代表，擬備所需的法律文件，為受助人提起法律訴訟程序。該科的律師會在各非正審聆訊／審訊中代表受助人出庭，或視乎案件的複雜性和影響程度，延聘外間的獨立大律師代表受助人出庭。

#### Legal Assistance

##### Legal Service Division

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 Service Division (LSD) of the EOC is responsible for handling the applications for legal assistance. The Division is also responsible for reviewing the effectiveness of the anti-discrimination laws and providing internal legal advice and support to the EOC.

Whenever an application for legal assistance is received, a lawyer of the LSD will be assigned to deal with the application. He or she will peruse all documents and information in relation to the case, conduct legal research, and prepare a detailed submission to the Legal and Complaints Committee (LCC) under the EOC Board, advising whether legal assistance should be granted based on the factual background and the principles mentioned below. The LCC, 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.

If Members of the LCC decide to grant legal assistance to a particular case, the responsible lawyer will take all necessary follow-up actions to assist the applicant. Where legal assistance is granted and the case cannot be settled, the designated lawyer of the LSD will act as the assisted person's legal representative and prepare the necessary legal documentation with a view to issuing legal proceedings for the assisted person. The lawyer of the LSD will appear in Court on behalf of the assisted person in various interlocutory hearings/trials or engage an independent counsel to do so, depending on the complexity and magnitude of the case.



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### 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；
- 能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平機會聘任的私人執業律師在法律訴訟中代表申訴人。

### 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:

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

On the other hand, the decision of not giving legal assistance may be owed to:

- 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 lawyers, legal services relating to the gathering and assessment of further information or evidence, or representation in legal proceedings by EOC lawyers or by lawyers in private practice engaged by the EOC.

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#### 申請協助

在2017/18年度，平機會共處理了49宗法律協助申請，當中超過一半申請，即28宗獲得協助，12宗不獲協助，以及1宗撤回申請。截至財政年度完結時，尚有8宗申請仍在考慮中。

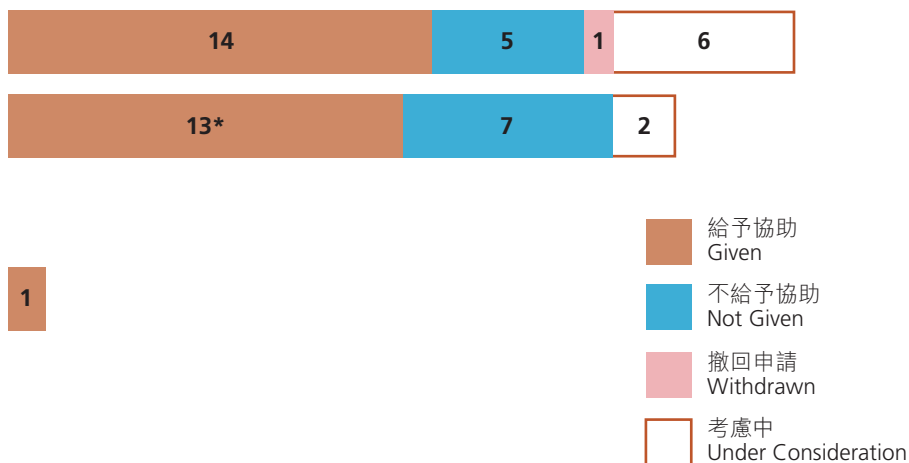
#### 根據條例分類的法律協助申請數字

|                              |
|------------------------------|
| 《性別歧視條例》SDO<br>總數 Total 26   |
| 《殘疾歧視條例》DDO<br>總數 Total 22   |
| 《家庭崗位歧視條例》FSDO<br>總數 Total 0 |
| 《種族歧視條例》RDO<br>總數 Total 1    |

#### Applications for Assistance

In 2017/18, the EOC handled 49 applications for assistance. Of these, more than half (28 cases) were given legal assistance, while 12 were not. One application was withdrawn, and another 8 cases were still under consideration at the end of the fiscal year.

#### Breakdown on Applications for Legal Assistance by Ordinance



\* 2016/17年度有1宗不獲給予法律協助的申請，經申請人要求覆檢後，於2017/18年獲給予協助。

\* One application was not granted assistance during 2016/17, but upon the Applicant's request for review, the application was approved in 2017/18.

#### 法律協助的案例

2017年6月1日 — 平機會根據《殘疾歧視條例》代表一位受工傷及患有躁鬱症的女士(申索人)在區域法院提出訴訟。申索人指稱，她的直屬主管因她的殘疾而騷擾她，經常以帶冒犯的綽號稱呼她，並於某日對申索人作出歧視性言論。

2017年7月28日 — 平機會根據《殘疾歧視條例》代表一位有膝蓋痛的女士(申索人)提出法律訴訟。申索人指稱，她的僱主基於她的殘疾而歧視她，將她解僱。

#### Examples of Legally Assisted Cases

1 June 2017 — the EOC issued legal proceedings in the District Court under the DDO on behalf of a woman (the "Claimant") who suffered from both injury at work and bipolar disorder. The Claimant alleged that her immediate supervisor had harassed her on the ground of her disability by often calling her by an offending nickname and made a discriminatory remark against the Claimant on a particular day.

28 July 2017 — the EOC issued legal proceedings under the DDO on behalf of a woman who suffered from knee pain. The Claimant alleged that her employer discriminated against her by terminating her employment on the ground of her disability.

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2017年8月25日 — 平機會根據《性別歧視條例》代表一位曾於某公司(答辯機構)任職會計文員的女士(申索人)提出法律訴訟。申索人指稱，答辯機構基於她懷孕而歧視她，在她產假期間復工前解僱她。

2018年1月26日 — 平機會根據《性別歧視條例》代表一位曾於某公司(答辯機構)任職文員的女士(申索人)提出法律訴訟。申索人指稱，答辯機構基於她懷孕而歧視她，強迫她辭職；及後她因流產而請病假，在放完病假復工後，答辯機構把她解僱。

2018年3月16日 — 平機會根據《性別歧視條例》代表一位女士(申索人)提出法律訴訟。申索人指稱，負責管理她所用處所的答辯人，曾以涉及性的言論騷擾她。

#### 不需展開訴訟便已完結的受助個案

2017/18年度有18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：7宗；有關服務提供範疇：1宗。
- 《殘疾歧視條例》— 僱傭範疇：7宗；有關通道和服務提供範疇：3宗。

另有24宗在2017/18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。

25 August 2017 — the EOC issued legal proceedings under the SDO on behalf of a woman (the Claimant) who previously worked for a company (the Respondent) as an accounting clerk. The Claimant alleged that she had been discriminated against by the Respondent on the ground of her pregnancy by dismissing her before she resumed work from her maternity leave.

26 January 2018 — the EOC issued legal proceedings under the SDO on behalf of a woman (the Claimant) who previously worked for a company (the Respondent) as a clerk. The Claimant alleged that she had been discriminated against by the Respondent on the ground of her pregnancy by forcing her to resign, and later dismissing her after she resumed work from her sick leave for her miscarriage.

16 March 2018 — the EOC issued legal proceedings on behalf of a woman (Claimant) under the SDO. She claimed that the Respondent who managed the premise occupied by her had sexually harassed her with sexual remarks.

#### Legally Assisted Cases Concluded without Commencing Legal Proceedings

In 2017/18, 18 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:

- SDO — 7 were employment-related cases, and 1 was related to the provision of services.
- DDO — 7 were employment-related cases, while 3 were related to accessibility and the provision of services.

A total of 24 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.

## 我們的工作

### Our Work

#### 法庭案件

平機會在2017/18年度共處理了10宗法庭訴訟 — 3宗有關《性別歧視條例》和7宗有關《殘疾歧視條例》(其中一宗同時涉及《性別歧視條例》和《殘疾歧視條例》)。

在平機會律師的協助下，4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。截至2018年3月31日為止，其餘6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

2017/18年度平機會透過調停方式、法律協助和庭外和解，為受歧視的投訴及申訴人取得的金錢賠償總額超過港幣976萬元。

#### Court Cases

In 2017/18, the EOC handled 10 court proceedings — 3 under the SDO and 7 under the DDO (1 of which was under both the SDO and the DDO).

With assistance from EOC's lawyers, 4 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. For the remaining 6 cases, they were still ongoing as of 31 March 2018.

#### 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 action;
- The provision of benefits, including education programmes/training; the provision of goods, services and facilities; or improvement 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 by the EOC for complainants and claimants through conciliation, legal assistance and settlement out of court during the period under review exceeded HK\$9.76 million.

## 我們的工作

## Our Work

### 政策、研究及培訓

平機會認為消除歧視的關鍵，在於改變社會上的歧視態度和推動系統性的革新。為此，平機會進行研究和調查，以建立強而有力的歧視證據基礎，促進社會人士作出討論，從而影響公共政策。此外，平機會亦透過不同途徑發表研究結果，吸引媒體廣泛報導，以提高社會對歧視議題的意識。為了擴大對政策的影響，平機會積極與各界人士深入討論歧視議題，並推動公、私營機構實行相關政策措施。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。

### Policy, Research and Training

The EOC reckons that in order to eradicate discrimination, attitudinal changes and systemic reforms in society are necessary. To achieve these, the EOC strives to influence public policies by building a strong evidence base through research studies and surveys, and facilitating informed debate among community members. The research findings, which are promulgated through different channels, draw extensive media coverage and raise community's awareness of the discrimination issues. To make wider policy impact, the EOC proactively reaches out to different stakeholders to deepen discussion on the issues and motivates policy initiatives by organisations in both public and private sectors. The EOC also publishes guidance to employers and service providers about their obligations under the law, and advocates best practices and policies.

### 2017/18年公布的研究報告

**對性騷擾的認識和服務業的性騷擾情況：比較內地新來港婦女及本地出生婦女之異同(2018年3月公布)**

#### 主要研究結果：

- 本地出生婦女對性騷擾的認知能力顯著地較內地新來港婦女的為高。在受訪者中，14.6%的本地出生婦女和9.6%的內地新來港婦女在從事服務行業期間曾遭受到職場性騷擾。
- 曾遭受職場性騷擾的受訪者當中，45.5%的本地出生婦女和24.1%的內地新來港婦女表示，沒有採取任何行動應對該行為。
- 只有17.9%的受訪者表示其僱主制訂了防止職場性騷擾的政策。

### Research Studies Published in 2017/18

**Study on Knowledge of Sexual Harassment and Experience of being Sexually Harassed in the Service Industries: Comparing Recent Female Mainland Chinese Immigrants with Locally-born Women (released in March 2018)**

#### Key findings:

- Locally-born women were significantly more able to identify sexual harassment behaviours than recently arrived Mainland Chinese female immigrants. Among the survey respondents, 14.6% of locally-born women and 9.6% of Mainland Chinese female immigrants had been sexually harassed in the service industry workplace.
- Among respondents who had been sexually harassed at work, 45.5% of locally-born women and 24.1% of Mainland Chinese female immigrants did not take any action.
- Only 17.9% of the respondents reported that their employers formulated policies regarding workplace sexual harassment.

## 我們的工作

### Our Work

#### 跟進行動：

- 平機會與為新移民提供服務的機構合作，向它們的服務使用者提供防止性騷擾的培訓，包括於2018年4月及5月分別為新家園協會及同根社的會員舉辦講座，提高他們對性騷擾的意識。

#### 政策倡議及影響：

- 平機會向民政事務總署致函，建議該署在其出版的《新來港定居人士服務指南》中加入有關防止性騷擾、現行四條反歧視條例和平機會查詢及投訴服務的資訊。

#### 社福界防止性騷擾政策的問卷調查(2017年7月公布)

##### 主要研究結果：

- 只有51%(26)的受訪非政府機構制訂了書面反性騷擾政策，其餘一半則沒有。
- 約半數(51%)受訪非政府機構從未為僱員提供有關性騷擾意識的培訓。
- 約33%(17)受訪非政府機構既從未制訂反性騷擾政策，亦沒有為員工提供加強性騷擾意識的相關培訓，以防止性騷擾發生。
- 近五分之一(18%)的受訪非政府機構沒有採納任何預防性騷擾的措施。

#### Follow-up actions:

- The EOC collaborated with organisations offering services to new immigrants on sexual harassment prevention training for their service users. Two talks were delivered to members of the New Home Association and the New Arrival Women League in April and May 2018 respectively to enhance their awareness of sexual harassment.

#### Policy advocacy and impact:

- The EOC wrote to the Home Affairs Department of the HKSAR Government, asking the department to consider enhancing new arrivals' awareness of sexual harassment, by including information about sexual harassment prevention, the current four anti-discrimination ordinances and the EOC's enquiry and complaint-handling services in the Service Handbook for New Arrivals.

#### Sexual Harassment — Questionnaire Survey for Social Service Sector (released in July 2017)

##### Key findings:

- Only 51% or 26 of the responding non-governmental organisations (NGOs) had developed a written anti-sexual harassment policy, whereas the remaining half had not.
- About half (51%) of the responding NGOs had never provided any form of sexual harassment awareness training to their employees.
- About 33% (17) of the responding NGOs had neither adopted an anti-sexual harassment policy, nor provided any awareness training for their staff to prevent sexual harassment.
- Almost one-fifth (18%) did not take any preventive measures against sexual harassment.



## 我們的工作

### Our Work

#### 跟進行動：

- 繼2016年為非政府機構的主管和  
在院舍照顧殘疾人士的照料者舉辦三場研討會後，平機會與香港社會服務聯會(社聯)再度合作，於2017年8月至10月期間舉辦四場「社福界防止性騷擾及處理相關投訴工作坊」，以提高社福機構員工對性騷擾的認識及處理性騷擾投訴的技巧，其中一場工作坊更以小型非政府機構為對象。該四場工作坊共有189名來自91間社福機構的人士參與。
- 平機會與社會福利署(社署)於2017年1月6日合辦「殘疾人士院舍防止性騷擾研討會」，約50名私營院舍經營者、主管及員工出席，他們分別來自近40間私營殘疾人士院舍。

#### 政策倡議及影響：

- 平機會於2017年7月及12月兩度致函社署署長，建議社署提高受資助非政府機構的服務質素標準，確保非政府機構的服務單位採取一切合理措施，保護服務使用者免受性侵犯和性騷擾。在信函中，平機會亦建議社署在其出版的《實務守則》內規定私營院舍須制訂防止性騷擾政策，保障院友免受性騷擾。
- 社署於2017年下旬要求平機會為非政府機構和私營殘疾人士院舍的主管人員及前線員工提供一般基礎培訓，並重點講解性騷擾。第一場「預防工作間的性別歧視及殘疾歧視」的培訓已於2018年2月上旬舉行，共59名參加者出席，當中半數來自私營院舍，另一半則來自非政府機構的院舍。

#### Follow-up actions:

- After organising three seminars for management personnel of NGOs and carers of persons with disabilities staying at residential homes in 2016, the EOC collaborated with the Hong Kong Council of Social Service (HKCSS) again to organise four rounds of “Workshop on Preventing Sexual Harassment & Handling Related Complaints in Social Service” between August and October 2017, with a view to enhancing the understanding of sexual harassment and the skills of handling sexual harassment complaints among staff members of social service agencies. One workshop was specifically targeted at staff of small-sized NGOs. In total, 189 persons from 91 social welfare agencies attended the four workshops.
- In partnership with the Social Welfare Department (SWD), the EOC co-organised the “Seminar on Anti-Sexual Harassment in Residential Care Home for Persons with Disabilities (RCHDs)”. About 50 private home operators, house managers and staff from nearly 40 private RCHDs attended the seminar on 6 January 2017.
- The EOC wrote to the Director of Social Welfare twice in July and December 2017, recommending the SWD to enhance the provisions of the Service Quality Standards (SQSs) for subvented NGOs, and make sure that service units of NGOs take all reasonable steps to protect service users from both sexual abuse and sexual harassment. In the letters, the EOC also recommended that the Codes of Practice issued by SWD should require the private residential care homes to have a policy in place to safeguard their residents against sexual harassment.
- In late 2017, the SWD requested the EOC to provide basic generic training for supervisory and frontline staff of RCHDs operated by both NGOs and private operators, with an emphasis on sexual harassment. In early February 2018, the first session of “Preventing Sex Discrimination and Disability Discrimination in the Workplace” was conducted by EOC’s trainer, with 59 participants — half from private residential care homes and the other half from homes operated by NGOs — took part in the training.

## 我們的工作

### Our Work

- 此外，平機會應香港老年學會邀請，由2016年12月起為在安老院工作的成員提供平等機會講座，為期兩年，內容包括性騷擾的課題。由2016年年底至2018年3月底期間，平機會已為來自約480間私營安老院超過694名營運者及院舍管理人員，舉行了24場平等機會講座。
- In addition, the EOC has been invited by the Hong Kong Association of Gerontology (HKAG) to deliver equal opportunity talks that includes an element of sexual harassment to their members working in residential care homes for the elderly for a period of two years starting from December 2016. From late 2016 until end-March 2018, the EOC delivered 24 equal opportunity talks to over 694 operators and home managers from about 480 private residential care homes for the elderly under the HKAG training programme.

### 已委託／進行之研究

除了上述研究外，平機會於2017/18年度亦進行了以下研究：

- 職場上的家庭崗位歧視研究(於2018年8月公布)
- 識別出減少公眾反對為精神健康綜合社區中心及其他精神健康設施選址的有效方法之研究(將於2018年第四季公布)

### Studies Commissioned/Undergoing

In addition to the above research studies, the EOC had been working on the following studies in 2017/18:

- A Study on Family Status Discrimination in the Workplace in Hong Kong (*released in August 2018*)
- Identifying Effective Approaches to Reduce Public Opposition in the Siting of Integrated Community Centres for Mental Wellness and Other Mental Health Facilities (*to be released in the fourth quarter of 2018*)

### 性騷擾：大學生問卷調查2018

為了收集有關本地大學性騷擾的性質、普及率和舉報的數據，平機會於2018年3月22日至4月30日進行了網上問卷調查，以香港18歲或以上全日制大學生及研究生為對象。平機會與香港九間大學合作，共有14,442位學生完成及遞交網上問卷。在完成數據分析後，平機會計劃於2018年年底前公布研究報告。

### Sexual Harassment: Questionnaire Survey for University Students 2018

To collect data about the nature, prevalence and reporting of sexual harassment in local universities, the EOC conducted an online questionnaire survey targeting full-time undergraduate and post-graduate students at or above the age of 18 in Hong Kong from 22 March 2018 to 30 April 2018. Nine universities in Hong Kong collaborated with the EOC in this study, with a total of 14,442 participants completed and submitted the online questionnaire. Upon completion of data analysis, the EOC planned to release the report by end-2018.

## 我們的工作

### Our Work

#### 未來的研究項目

於2018年6月至9月期間，平機會將展開三個研究項目，分別為：

- 公眾對女性參政的態度研究；
- 香港主流學校教育少數族裔學生所面對的挑戰之研究；及
- 香港少數族裔青年教育與事業階梯的研究。

上述研究結果將於2019年第三及第四季公布。

#### Forthcoming Research Studies

Between June and September 2018, the EOC will launch three research projects, namely:

- A Study on Public Attitudes towards Female Political Leadership;
- A Study on the Challenges Faced by Mainstream Schools in Educating Ethnic Minorities in Hong Kong; and
- A Study on Education and Career Pathways of Ethnic Minority Youth in Hong Kong.

Results of these research studies would be released in the third and fourth quarters of 2019.

#### 平等機會研究項目資助計劃

2017/18年度共有九個項目獲得「平等機會研究項目資助計劃」的資助，包括香港失明人協進會進行的「香港網頁無障礙程度概況調查」，協進會已於2018年7月舉行記者會，向公眾發表調查結果。其餘獲資助的研究項目亦將於2018年年底完成，並會在平機會辦公室或相關的大專院校及非政府機構的場地召開記者會，向公眾發表研究結果。

#### Funding Programme of Research Projects on Equal Opportunities

Nine research studies were funded under this funding programme in 2017/18. These included the 2018 Web Accessibility Survey conducted by Hong Kong Blind Union, which was released at a press conference in July 2018. All the other funded studies would be completed by the end of 2018, and press conferences would be organised in the EOC Office or venues of the tertiary institutions and NGOs concerned to publicise the research findings.

#### 政策倡議

##### 與運輸署署長和運輸及房屋局官員會面

日期：2017年5月17日

目的：根據平機會的《香港無障礙的士研究報告》結果，就改善香港無障礙的士的方法交流意見。

#### Policy Advocacy

##### Meeting with Commissioner for Transport and Officials of Transport and Housing Bureau, HKSAR Government

Date: 17 May 2017

Purpose: Exchanged views on measures to improve taxi accessibility in Hong Kong, in light of the findings of the EOC's Study on Taxi Accessibility of Hong Kong.

## 我們的工作

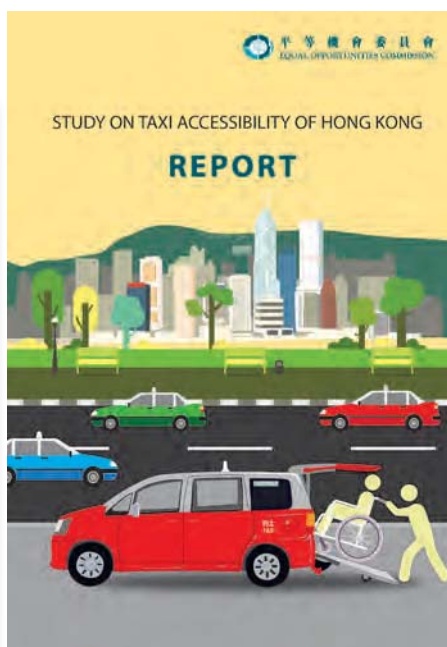
### Our Work

#### 政策影響：

- 運輸署決定委託職業訓練局(職訓局)為未入職的士司機提供職前培訓課程。職訓局將根據平機會提出的意見及建議，在培訓課程中加入有關殘疾歧視及騷擾的資訊。
- 政府亦計劃為在職司機提供培訓課程，當中將涵蓋殘疾歧視及騷擾的資訊。
- 平機會於2018年3月印製研究報告，並已將報告派發至勞工及福利局、運輸署以及相關持份者，包括香港的士業議會、「鑽的」及「星群的士」的經營者。

#### Policy impact:

- The Transport Department decided to commission the Vocational Training Council (VTC) to devise a training course for pre-service taxi drivers. VTC would, based on comments and recommendations from the EOC, incorporate information on disability discrimination and harassment in the training course.
- The Government is also planning to devise a training course for existing taxi drivers. The course would also cover information about disability discrimination and harassment.
- The EOC published the report on the study in March 2018. Copies of the report were sent to the Labour and Welfare Bureau and Transport Department, as well as key stakeholders, including Hong Kong Taxi Council, and operators of Diamond Cab and Syn Cab.





## 我們的工作

### Our Work

與本地大學網絡[包括八間獲大學教育資助委員會(教資會)資助的大學、香港公開大學及樹仁大學]進行會議

**Meetings of Network of Local Universities [eight universities funded by University Grants Committee (UGC), The Open University of Hong Kong and Shue Yan University]**

日期：定期會議

Date: Periodic meetings

目的：加強向本地大專院校宣傳平等機會的信息。

Purpose: Enhance the promotion of equal opportunities in local tertiary educational institutes.

#### 政策影響：

- 大學代表應邀分享他們如何使用教資會的特別資助，支援有特殊教育需要的學生。國立台灣師範大學特殊教育中心的代表亦獲邀分享台灣的大學在支援有特殊教育需要的學生之經驗。此外，本地大學的代表分享了大學為評核有特殊教育需要大學生而提供的資源。
- 教資會決定展開第二階段的特別資助，以增加對資助大學內有特殊教育需要學生的支援。

#### Policy impact:

- Representatives of universities were invited to share how they made use of UGC's Special Grants for supporting students with special educational needs (SEN), while those of the Special Education Center of National Taiwan Normal University were invited to share Taiwan's experience in supporting students with SEN in the universities. In addition, representatives of local universities shared the resources provided by their universities to facilitate the assessment of the needs of university students with SEN.
- The UGC decided to launch the second phase of the Special Grants to enhance the support for students with SEN in UGC-funded universities.



## 我們的工作

### Our Work

與體育界[中國香港體育協會暨奧林匹克委員會(港協暨奧委會)、民政事務局(民政局)、康樂及文化事務署(康文署)及香港體育學院的代表]舉行會議

日期：2017年12月13日

目的：隨著2014/15年度第一輪反性騷擾行動後，體育界與平機會合作展開第二輪反性騷擾行動。

#### 政策影響：

- 平機會與港協暨奧委會於2018年1月30日合辦「提倡奧林匹克精神：體育界消除歧視及防止性騷擾研討會」，活動得到民政局和康文署支持。約250名來自各體育總會及其他體育團體的管理人員和職員出席研討會，與2015年舉辦的同類研討會相比，是次的出席人數較上次多一倍。隨後，平機會於3月16日及3月23日再為體育團體舉辦兩次工作坊，內容集中於防止性騷擾及處理相關的投訴，共有91名代表參與。
- 康文署於2018年3月與受資助體育總會的年度簡介會中，鼓勵各體育總會參考平機會的《體育機構防止性騷擾政策大綱》，制定本身的反性騷擾政策。康文署將考慮把制定反性騷擾政策納為日後資助的條件。

Meeting with the Sports Sector [Representatives of the Sports Federation & Olympic Committee of Hong Kong, China (SF&OC), the Home Affairs Bureau (HAB), the Leisure and Cultural Services Department (LCSD) and the Hong Kong Sports Institute (HKSI)]

Date: 13 December 2017

Purpose: Started a second round of anti-sexual harassment campaign in the sports sector in collaboration with the EOC, following the first round in 2014/15.

#### Policy impact:

- On 30 January 2018, the EOC co-organised a seminar entitled "To Foster the Olympic Spirit: Seminar on Eliminating Discrimination and Anti-Sexual Harassment in Sports Sector" with the SF&OC, with the HAB and LCSD acting as supporting organisations. About 250 management personnel and staff of National Sports Associations (NSAs) and other sports organisations attended the seminar, which was more than double the number of participants in a similar seminar for the sports sector in 2015. Subsequently, two more workshops for the sports organisations were held on 16 March and 23 March 2018, focusing on preventing sexual harassment and handling related complaints. A total of 91 representatives attended the workshops.
- The LCSD, in its annual briefing for subvented NSAs in March 2018, encouraged NSAs to formulate their anti-sexual harassment policy with reference to the EOC's Framework for Sexual Harassment Policies in Sports Organisations. The LCSD would consider the possibility of including the formulation of policy as a subvention condition in the future.



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### 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與顧問服務，以期他們可作把關者，從源頭防止歧視發生。

平機會自2001年起已提供培訓與顧問服務，截至2018年3月共提供近5,700個培訓班，參加者達27萬3千人。僅在2017/18年度，平機會培訓隊伍便已提供478個培訓班，參加者接近24,000人。

### 定期培訓和專設課程

平機會每年提供兩種培訓課程，分別為定期培訓課程及應機構要求而提供的專設培訓課程。定期培訓課程於每年春/秋兩季舉辦，供公眾參加。

在2017/18年度，平機會舉辦了32個定期培訓課程，參加人數達670人；而專設培訓課程則達442個，參與人數超過2萬3千人。最受歡迎的主題是四條反歧視條例，其次為性騷擾。

### Training & 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 and educate the gatekeepers on these fronts by providing them with training and consultancy services.

The EOC has been offering such services since 2001. Nearly 5,700 training sessions had been provided from then up to March 2018, with the total number of participants reaching 273,000. In 2017/18 alone, the Training Unit of the EOC provided a total of 478 training sessions for close to 24,000 participants.

### 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 2017/18, the EOC conducted 32 training sessions for 670 participants under the calendar training programmes. As for customised training, 442 sessions were conducted for over 23,000 participants. The most popular topic was the anti-discrimination ordinances, followed by sexual harassment.

**平等機會培訓課程**  
Training Workshops on Equal Opportunities

2017 秋季課程  
Fall Programme

查詢 Enquiries: 2106 2155

Please find the below link for course details and download the application form  
[www.eoc.org.hk/training.html](http://www.eoc.org.hk/training.html)

報名步驟 Enrolment steps

- 1 瀏覽資訊  
Browse info
- 2 索取表格  
Request form
- 3 寄回表格  
Return form
- 4 等待通知  
Wait for reply

**平等機會培訓課程**  
Training Workshops on Equal Opportunities

2018  
春季課程  
Spring Programme

有關課程的簡介及報名情況，請瀏覽  
For course brief and enrolment status, please visit  
[www.eoc.org.hk/training.html](http://www.eoc.org.hk/training.html)

報名方法：  
1. 郵寄：填妥表格及表格內附之表格，連同表格內之表格，寄回本會。  
2. 網上報名：填妥表格及表格內附之表格，連同表格內之表格，寄回本會。

報名地址：  
平等機會委員會  
香港灣仔皇后大道東41號16樓  
以封套註明「參加培訓課程」

Mailing Address:  
Equal Opportunities Commission  
16/F, 41 Hong Yip Road, Wong Chuk Hang, Hong Kong  
Please mark "Enrol in Training Workshops" on the envelope.

如閣下欲查詢詳情，請致電2106-2155與我們聯絡。  
If your organisation needs tailor-made corporate training services or would like to discuss possible arrangements for workshops in English, please contact us at 2106-2155.

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#### 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2017/18年度，平機會為四間機構提供了一項顧問服務，受惠員工超過100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 2017/18, upon request, the EOC worked on one consultancy case for four organisations covering more than 100 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2017/18年度提供的培訓服務

##### Training offered by the EOC in 2017/18

|   |  |
|---|--|
| 政府部門和公營機構<br>Government departments and public bodies | <ul style="list-style-type: none"><li>共舉辦103個培訓課程予不同政府部門和公營機構。<br/>103 training sessions for various Government departments and public bodies.</li><li>經公務員事務局公務員培訓處協調下，共舉辦14個不同主題的培訓課程予公務員，包括新入職的公務員、行政主任及政務主任。<br/>14 sessions on different topics for civil service staff, including new recruits, Executive Officers and Administrative Officers, through the co-ordination of the Civil Service Training and Development Institute of the Civil Service Bureau.</li></ul> |
| 人力資源從業員<br>Human resource practitioners               | <ul style="list-style-type: none"><li>分別透過香港人力資源管理學會和香港中華廠商聯合會舉辦的課程，提供了3節培訓。<br/>3 training sessions through courses organised by the Hong Kong Institute of Human Resource Management and the Chinese Manufacturers Association respectively.</li></ul>   |
| 校長<br>School principals                               | <ul style="list-style-type: none"><li>透過教育局為校長舉辦的課程，提供7節培訓。<br/>7 training sessions for school principals through courses organised by the Education Bureau.</li></ul>   |
| 非政府組織和工會<br>NGOs and trade unions                     | <ul style="list-style-type: none"><li>為不同非政府組織和工會的員工和服務使用者舉辦了共62個培訓課程。<br/>62 training sessions for various NGOs and trade unions reaching out to paid employees, volunteers and services users.</li></ul>   |

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#### 就特別主題提供培訓

##### Offering Training on Special Topics

|  |  |
|--|--|
| 《種族歧視條例》和文化敏感度<br>Race Discrimination Ordinance and cultural sensitivity | <ul style="list-style-type: none"><li>為不同服務對象，包括公、私營的服務供應商、教師及學生、企業，以及少數族裔群體舉辦了96個培訓課程，參與人數達5,022人。<br/>96 training sessions for a diversity of target groups, including public and private service providers, teachers and students, corporations, as well as EM community, with total attendance reaching 5,022.</li></ul>   |
| 無障礙通道和設施<br>Accessibility  | <ul style="list-style-type: none"><li>主要為無障礙主任和政府部門的專責人員舉辦了8個培訓課程。<br/>8 training sessions targeting Access Officers as well as designated persons in Government departments.</li></ul>  |
| 性騷擾<br>Sexual harassment   | <ul style="list-style-type: none"><li>為不同界別的普通職員及管理人員、學生及教職員舉辦了129個培訓課程。<br/>129 training sessions for general and managerial staff in various sectors, as well as students and teaching staff.</li><li>為教育界舉辦了33個培訓課程。<br/>33 sessions for the education sector.</li><li>為公、私營機構舉辦了96個培訓課程。<br/>96 sessions for organisations in both public and private sectors.</li></ul> |

#### 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。透過平等機會之友會，平機會讓會員加深對四條反歧視條例的認識，並提供平台予會員之間或與專業人士的接觸，交流防止歧視的經驗。

在2017/18年度，接近250位人力資源從業員和僱主加入了該會，他們分別來自超過140間企業、政府部門、非政府組織、大學和中小型企業。會員會定期收到平機會電子通訊，讓他們能夠緊貼平機會的最新發展。他們亦受到邀請出席由平機會及其他機構舉辦四場不同主題的研討會，主題包括預防性騷擾、性別主流化及宣傳種族多元化。

#### Equal Opportunity (EO) Club

The EOC set up the EO Club in 2006 to reach out to employers, human resource practitioners, supervisors and trainers, who bear the responsibility of helping to prevent discrimination in the workplace. Through the Club, the EOC aims to deepen members' understanding of the anti-discrimination ordinances, and create a platform for them to exchange with one another and with other professionals on the experience of preventing discrimination.

In 2017/18, nearly 250 human resource practitioners and employers from over 140 corporations, Government departments, NGOs, universities and SMEs participated in the EO Club. Members received the EOC e-news regularly, which enabled them to keep track of the latest developments on equal opportunities. They were also invited to participate in four seminars organised by the EOC and other organisations on different topics, including preventing sexual harassment, gender mainstreaming and promoting racial diversity.

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### 社會參與及宣傳

平機會於2017/18年度繼續宣揚平等機會的價值，通過不同途徑教育社會大眾有關歧視的議題。與此同時，配合機構的策略重點，平機會推出了相應宣傳活動。

### 主題性宣傳及推廣項目

#### 為期一年的「平等就業•豐盛生活」行動

平機會與香港電台第一台合作，於2017年7月推出為期一年的「平等就業•豐盛生活」行動，以推廣殘疾人士的平等就業機會和傷健共融的信息，活動亦旨在促進大眾對《殘疾歧視條例》的認識。

計劃獲22間復康機構支持，內容包括推出52集廣播短劇，逢星期日在香港電台第一台「非常人物生活雜誌」內播出；在平機會YouTube頻道上載一系列有關殘疾人士就業的短片；以及舉辦徵文比賽，邀請公眾分享他們身為殘疾人士的體驗，或與殘疾人士相處或工作的感想。計劃亦設立了面書專頁，當中上載了每集廣播劇、短片和計劃詳情。

### Community Participation and Publicity

In 2017/18, the EOC continued to promote the values of equal opportunities 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

#### One-year Employment Equality Project

The EOC launched a one-year campaign entitled Employment Equality Project in partnership with Radio Television Hong Kong (RTHK) Radio 1 in July 2017 to promote the employment opportunities and greater inclusion of persons with disabilities (PWDs) in society. The campaign also aimed to enhance the public's understanding of the Disability Discrimination Ordinance (DDO).

With support from 22 rehabilitation organisations, the project featured a 52-episode radio drama series, which was broadcast in the radio programme "Care for Disabled" on RTHK Radio 1 every Sunday; a series of videos related to the employment of PWDs on the EOC YouTube Channel; and a writing competition inviting the public to share their experiences of being PWD, living or working with PWDs. A Facebook page with the radio segments, videos and project information was also created for the project.





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計劃的壓軸項目是於2018年5月19日舉行的公開活動，吸引了約200名人士，包括政府官員和非政府機構代表等參與，一起欣賞殘疾人士的表演和與僱主們的分享。平機會亦於活動上舉行了徵文比賽的頒獎儀式。

As the finale of the project, a public event was staged on 19 May 2018, which attracted some 200 participants, including Government officials and representatives of NGOs, as they enjoyed performances by PWDs and sharing by PWDs and their employers. The prize presentation ceremony of the writing competition was also held at the event.



### 於2018年3月舉行的種族平等與多元共融宣傳活動

平機會於2018年3月推出有關種族平等、多元共融的全港性宣傳運動，以慶祝每年3月21日的聯合國「國際消除種族歧視日」。平機會於3月安排了港鐵廣告、公眾教育活動、講座和研討會等，推廣種族平等和共融。是次為期一個月的運動旨在提供平台，推動全港市民一起消除種族歧視和偏見。

### Integrated Campaign to Promote Racial Equality and Integration in March 2018

The EOC rolled out a citywide campaign to promote racial diversity and inclusiveness in March 2018. Featuring MTR advertisements, a public education event, talks and seminar throughout March, the month-long campaign aimed to provide a platform for citywide action against racism, discrimination and intolerance, in observance of the United Nations International Day for the Elimination of Racial Discrimination (IDERD) on 21 March.



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為帶出種族多元共融的信息，平機會於2018年3月9日至23日期間在港鐵站推出大型燈箱廣告，展示平機會兒童故事書系列《高仔與朋友們》的海報。

平機會亦為社會不同界別安排了多項活動，包括：邀請香港首位印度裔註冊社工Jeffrey ANDREWS先生於2018年3月7日到聖羅撒書院主講講座，與學生分享；於2018年3月10日在樂富廣場舉辦公眾活動以慶祝2018年「國際消除種族歧視日」，以及於2018年3月21日與滙豐銀行合辦「推動種族共融・企業有責」研討會。

To bring out the messages of racial diversity and inclusion, the EOC arranged for posters of *Tally & friends*, the EOC's children storybook series, to be installed at MTR stations from 9 to 23 March 2018.

The EOC also lined up a number of activities to engage different sectors of the community, including: a talk to students of St. Rose of Lima's College on 7 March 2018 by Mr Jeffrey ANDREWS, the first registered Indian social worker in Hong Kong; a public education event at Lok Fu Place on 10 March 2018 to commemorate IDERD 2018; and a seminar on "Corporate Role in Promoting Racial Diversity" on 21 March 2018 with the support of HSBC.



於3月10日在樂富廣場舉行的公眾教育活動乃由平機會與香港電台第二台攜手合辦。活動邀得政制及內地事務局局長聶德權先生主持啟動典禮，連同約200名嘉賓，包括立法會議員、政府官員、駐港領事、非政府機構的主管和代表以及少數族裔社群的領袖和倡導者，一起觀賞歌唱及文化表演，還有關於消除種族歧視及平等機會議題的分享。

At the public event on 10 March, which was jointly organised with RTHK Radio 2, the Hon Patrick NIP Tak-kuen, Secretary for Constitutional and Mainland Affairs was invited to officiate at the opening ceremony. He was joined by about 200 participants, including Legislative Council Members, officials from Government departments, Consuls-General in Hong Kong, heads and representatives from NGOs, and leaders and advocates of EM communities. Together they enjoyed cultural and singing performances, as well as sharing on racial diversity and inclusion.



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#### 傳統媒體宣傳活動

平機會於2017/18年度繼續使用電視和電台頻道宣傳平等機會的信息。

##### 電台宣傳

平機會於2006年首度在香港電台第二台推出「平等機會多元共融行動」，該節目每星期播放三十分鐘的訪問，邀請不同持份者，討論平等機會及多元共融議題。過去一年，平機會邀請了學者、不同界別的專業人士及非政府機構等，討論多個議題，包括無障礙通道與設施、母乳餵哺、種族共融、兩性平等、預防性騷擾及懷孕歧視、工作與生活平衡，以及長者友善就業措施等。

另外，2017/18年度香港電台第二台亦全年播放關於平等機會原則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。

年內，平機會代表亦進行了近50個電台和電視訪問，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

During 2017/18, the EOC continued to leverage on the TV and radio channels to promote equal opportunities messages.

##### Radio Promotions

The EOC first introduced the Equal Opportunities Diversity Project on RTHK Radio 2 in 2006, which took the format of weekly 30-minute interviews with different stakeholder groups on topics related to equal opportunities, diversity and inclusion. During the year in review, the EOC lined up interviews with academics, professionals of different fields and NGOs on a range of topics, including accessibility, breastfeeding, racial inclusion, gender equality, prevention of sexual harassment and pregnancy discrimination, work-life balance and elderly-friendly employment practices.

In addition, promotional segments were broadcast on RTHK Radio 2 throughout 2017/18 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.

Other than radio programmes, nearly 50 radio and TV interviews were lined up for the EOC representatives to shed light on important issues and current affairs related to discrimination and equal opportunities.



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#### 平機會主席的報章專欄及專題文章

平機會主席陳章明教授於2017/18年度繼續在香港免費報章《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。有關專欄可於《am730》的網頁和手機應用程式，以及平機會網頁的「主席隨筆」欄目瀏覽。

此外，陳教授也在《南華早報》、《明報》及《信報》等多份本地中英文報章，以及在《Hong Kong Free Press》、《立場新聞》及《獨立媒體》等不同網上媒體平台發表有關歧視議題的專題文章。

#### 社交及數碼媒體宣傳

##### YouTube頻道

平機會於2008年2月推出YouTube頻道，透過上載短片到此熱門社交媒體平台，加強公眾對於平等機會和共融的認識。

過去一年，平機會YouTube頻道共增添33齣新短片，包括平等機會紀錄片、「國際消除種族歧視日」等平機會公開活動的精華片段以及「平等就業・豐盛生活」行動的短片。自平機會推出YouTube頻道以來，截至2018年3月底已上載了293齣短片，總瀏覽次數超過455,000次。

#### Newspaper Column and Op-ed Series by EOC Chairperson

In 2017/18, EOC Chairperson Professor Alfred CHAN Cheung-ming continued to release articles in a regular column in the online version of *am730*, a free newspaper in Hong Kong. Through this channel, Prof Chan shared his thoughts and insight on equal opportunity issues. The column articles are available on *am730*'s website and mobile app, as well as "The Chairperson's Perspectives" section on the EOC website.

Prof Chan also published op-ed articles on discriminatory issues in several Chinese and English local dailies, such as the *South China Morning Post*, *Ming Pao Daily* and *Hong Kong Economic Journal*, and on various online media platforms, such as *Hong Kong Free Press*, *Stand News* and *InMedia*.

#### Social and Digital Media Promotions

##### YouTube Channel

The EOC YouTube Channel was launched in February 2008 to promote public understanding of equal opportunities and inclusion through engaging videos on the popular social media platform.

During the year in review, 33 new videos were added to the EOC YouTube Channel, including documentaries on equal opportunities, highlights of EOC public events such as IDERD and videos of the Employment Equality Project. Since the launch of the EOC YouTube Channel and up to the end of March 2018, a total of 293 videos had been uploaded, with over 455,000 views.



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其中新出的紀錄片有「這些機會屬於我」，由一名年輕驚恐症康復者細說自己的經歷，以及如何在僱主和主管的支持下，重拾信心，積極投入工作。

平機會的紀錄片不但吸引本地觀眾，更在國際盛事上放映。例如：講述兩名有殘疾的年輕人如何以毅力和努力克服種種困難，開創事業的紀錄片「我要闖前途」，便於2017年9月在印度清奈舉辦的AbilityFEST放映。

平機會於2017/18年度根據其攝製的多齣紀錄片為中學製作了網上學習教材套，作為通識科的教材。該教材套備有中英文版本，從多角度探討平等機會概念，教師亦可採用當中建議的討論題目和課堂活動。教材套已透過電郵發送至全港各中學，亦已上載到平機會網頁。

#### 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，歷年來得到多項無障礙網頁計劃的嘉許。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議題，同時也介紹平機會的活動。

2017/18年度，平機會網頁錄得的點擊率超過1,700萬次，平均每月點擊率約有140萬次，訪客超過69,000名。

#### 平機會智能手機應用程式

平機會於2017年舉辦抽獎活動，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。是次抽獎吸引了約500名參加者，活動已於2018年1月圓滿結束。

Among the new addition was a documentary named *Grab the Opportunity*, which featured a young man recovering from panic disorder, as he recounted his experiences and how he regained his confidence and make positive contribution at work with the support of his employer and supervisor.

As well as attracting local audience, the EOC documentaries were screened at international events. For example, the video *Recharting My Destiny*, which showcased the determination and effort of two young persons with disabilities to overcome their challenges and build a career of their own, was screened at the AbilityFEST in Chennai, India in September 2017.

Based on the documentaries, the EOC developed an online learning kit for secondary schools in 2017/18, targeting students of the Liberal Studies subject. Available in Chinese and English, the learning kit highlighted the various dimensions and perspectives of equal opportunities examined in the documentaries, and included suggested discussion topics and class activities for teachers to adapt or use. The learning kit was emailed to secondary schools across the city and uploaded on the EOC's website.

#### 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 2017/18, the website recorded a total hit rate of over 17 million, an average monthly hit rate of about 1.4 million, and over 69,000 visitors a month.

#### EOC Smartphone App

The EOC ran a lucky draw in 2017 to boost downloads and usage of the EOC smartphone app. Users who downloaded the EOC 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 about 500 participants and was successfully concluded in January 2018.



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#### 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。為了提高平機會在搜尋結果頁面上之排名並吸引更多人到訪平機會網站，平機會於2017/18年度推出了為期三個月的「雅虎香港」搜索引擎推廣活動。

此外，平機會在「雅虎香港」推出線上廣告活動，宣傳上文提到的智能手機應用程式抽獎活動，以及「平等就業・豐盛生活」行動中的徵文比賽。

#### Online Advertising Campaign on Yahoo!'s Homepage

Given that Yahoo! Hong Kong is one of the most used search engines among Hong Kong web users, the EOC launched a three-month search engine marketing campaign on Yahoo! Hong Kong in 2017/18 in order to increase the visibility of the EOC in the search results pages and draw more traffic to the EOC website.

In addition, online advertisements were placed on Yahoo! Hong Kong to further promote the lucky draw for downloading the EOC smartphone app and the writing competition under the Employment Equality Project.

#### 公眾教育 — 接觸年輕新一代

##### 學校戲劇表演

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2017/18年度，這些劇團為近60,000名學生進行近360場演出。幾乎全部學校對話劇都給予「好」或「非常好」的評價。

#### Public Education — Getting the Younger Generation Involved

##### School Drama Performances

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 2017/18, almost 360 performances were staged for close to 60,000 students. Almost all of the schools expressed that the plays were “good” or “very good” in the feedback survey.



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#### 「無定型新人類」青少年師友計劃

平機會的青少年師友計劃「無定型新人類」為年青參與者提供難得的機會，讓他們與成功人士會面及參觀不同機構，擴闊他們的視野。計劃強調打破定型觀念的重要性，自2002年推出以來，已有超過8,000名中小學生參與計劃。

2017/18學年，平機會邀請不同界別的傑出人士作為「無定型新人類」計劃的導師，與參與的學生分享他們如何打破定型觀念和堅持目標。當中包括香港手語協會創辦人及執行幹事王繼鋒先生及香港首位印度裔註冊社工Jeffrey ANDREWS先生，他們分別於2018年2月和3月出席分享會。此外，參與的學生亦於2017年12月參觀了非政府組織香港撒瑪利亞防止自殺會。

平機會繼續透過無定型新人類的面書專頁宣傳有關活動，透過定期上載與平等機會有關的短片、新聞及社區活動，吸引更多年輕人參與計劃。

#### Youth Challenge Mentorship Programme

The EOC's annual youth mentorship programme Youth Challenge provides excellent opportunities for young participants to broaden their horizons by meeting successful individuals and visiting organisations. Designed to highlight the importance of breaking down stereotypes, over 8,000 secondary and primary students participated in this programme since its launch in 2002.

During the 2017/18 school year, the EOC invited outstanding achievers from different professions to serve as Youth Challenge Mentors and share with participating students how they broke down stereotypes and persisted with their goals. These included a sharing session by Mr WANG Kai-fung, Founder & Executive Director of the Hong Kong Sign Language Association in February 2018 and by Mr Jeffrey ANDREWS, the first registered social worker of Indian origin in Hong Kong in March 2018. In addition, participating students got the chance to visit the NGO The Samaritan Befrienders Hong Kong in December 2017.

In parallel with the programme, the EOC continued to maintain a Facebook Page for Youth Challenge mentees, with videos, news and community events related to equal opportunities uploaded regularly to maintain the level of interest and to attract more young people to join the programme.





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#### 《高仔與朋友們》故事書系列

平機會於2017年10月推出了全新兒童故事書系列《高仔與朋友們》。該系列為香港理工大學設計學院推行的校企協作計劃項目，由該學院的學生負責設計，平機會則負責出版。

這套備有中英文版本、經專業設計及製作的故事書系列，主要目的是向下一代灌輸平等、多元共融的正面價值觀。故事書亦展現本地設計師的無限創意。

除了把故事書印刷本郵寄至全港各幼稚園及小學、服務兒童的非政府機構以及其他相關組織，平機會另設了專設網站，提供電子版圖書供大眾下載。

#### "Tally & friends" Storybook Series

In October 2017, the EOC launched a brand new illustrated children book series *Tally & Friends*, published in collaboration with the School of Design of The Hong Kong Polytechnic University (PolyU) and designed by a talented team of student designers from the School under its "Co-operative Workshop".

The main objective of the book series, which comes in both English and Chinese, is to instil in the future generation the positive moral values of equality, diversity and inclusion. Professionally designed and produced, the book series also showcases the creativity of the city's local designers.

As well as mailing hard copies of the book series to kindergartens and primary schools across Hong Kong, NGOs serving children and other relevant organisations, the EOC developed a mini-site from which the e-books can be downloaded.





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#### 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，獲香港賽馬會慈善信托基金資助超過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，學習多元平等觀念，參與打擊歧視和打破定型觀念。活動內容包括學校戲劇比賽、戲劇夏令營、夏季舞台劇製作和平等機會戲劇演出。

過去一年，平機會繼續協助宣傳計劃下的不同活動，並為是項計劃所招募的青年戲劇大使安排培訓，讓他們參與平機會舉辦的不同活動，包括國際消除種族歧視日活動、「平等就業•豐盛生活」行動的公眾活動及反歧視工作坊。

#### 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 of 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.

During the year in review, the EOC continued to help promote the activities of the project, and arranged for the Youth Drama Ambassadors recruited under the project to take part in EOC events, including the IDERD and Employment Equality Project public events and anti-discrimination workshops.



#### 凝聚公眾力量

##### 刊物及其他通訊資料

在2017/18年度，平機會為持份者及公眾出版了一系列刊物及通訊資料，包括：

#### Engaging the General Public

##### Publications and Other Communication Materials

In 2017/18, the EOC produced a series of publications and communication materials for stakeholders and members of the public. These included:

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- 《平等機會委員會個案實錄》(2017年版) — 當中刊載了平機會新近處理的投訴個案，以及平機會提供協助或以其他形式參與的法律個案。
- 《平等點•線•面》期刊 — 以多角度深入探討平等議題，隨《經濟日報》向市民派發。
- 《平機會電子通訊》 — 每隔兩星期向約8,000名持份者發出，提供有關平機會工作、平等機會新聞，以及平機會合作夥伴的活動之最新消息。
- *Equal Opportunities Casebook (2017 edition)*, which includes new complaint cases handled by the EOC in recent years together with legal cases in which the EOC provided assistance or was involved in other ways.
- *Equality Perspectives*, which dissects equality topics from different angles. The journal was distributed through the newspaper *Hong Kong Economic Times*.
- *News from the EOC*, which was sent out to around 8,000 stakeholders every other week to provide updates on the EOC's latest work, as well as news and events related to equal opportunities organised by the EOC's partners.



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#### 透過創智營商博覽接觸商界

2017年12月平機會再次在「創智營商博覽」(前稱「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的理想平台。平機會借助這為期三日的博覽會，向入場人士派發近3,000份刊物(包括《工作間的平等機會》單張)和送出約1,450份紀念品，以宣傳共融工作間的好處。

平機會所做的問卷調查顯示，超過94%的受訪者評價平機會的攤位為「好」或「非常好」，並讚揚攤位的展示和員工積極助人的態度。

#### Reaching out to Businesses at the SmartBiz Expo

The EOC set up a booth at the SmartBiz Expo (formerly World SME Expo) in December 2017. The annual event organised by the Hong Kong Trade Development Council was the perfect platform to reach out to SMEs. During the three-day expo in December, the EOC distributed nearly 3,000 publications, including the "Equal Opportunities at the Workplace" leaflet, and about 1,450 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", and commended on the presentation of the booth and the helpful attitude of staff members.



#### 與社區夥伴合作

平機會有賴持份者、盟友和社區合作夥伴的支持，一起推廣平等機會的觀念。

#### Joining Forces with Community Partners

The EOC relies on the support and efforts of stakeholders, allies and partners in the community in promoting the concepts of equal opportunities.



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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。平機會於2017/18年度共資助了35個宣揚平等機會和預防歧視的項目，資助總額高達港幣1,178,686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。

平機會繼續支持與委員會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：平機會於2017年7月31日為婦女基金會「突破T.E.E.N.才計劃」的青年參加者舉辦了一場講座；以及於2017年10月在香港大學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。

Through the Community Participation Funding Programme, the EOC leverages the networks of community partners to maximise the reach of education to the public. In 2017/18, the programme subsidised 35 projects that promoted messages of equal opportunities and discrimination prevention with HK\$1,178,686. The organisations which received funding worked towards defending the rights of the protected groups under the anti-discrimination legislation.

The EOC continued to show support for initiatives by organisations to promote anti-discrimination messages. For instance, the EOC hosted a talk for youth participants of The Women Foundation's T.E.E.N. Programme on 31 July 2017, and set up a booth at the Equal Opportunities Festival of The University of Hong Kong in October 2017, promoting topics like sexual harassment to students and staff through games, information displays and talks.

