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投訴服務

平機會其中一項主要職能是調查市民根據《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》四條反歧視條例提出的投訴，並鼓勵爭議各方進行調停。

這些條例禁止基於性別、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、服務及設施、參與會社及體育活動、處所管理，以及政府的活動等方面。

Complaint Services

A major function of the EOC is to conduct investigation into complaints lodged under the four anti-discrimination ordinances, namely the Sex Discrimination Ordinance (SDO), Disability Discrimination Ordinance (DDO), Family Status Discrimination Ordinance (FSDO) and Race Discrimination Ordinance (RDO), and encourage conciliation between the parties in dispute.

These ordinances 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 such areas as education, the provision of goods, services and facilities, participation in clubs and sporting activities, the management of premises, and Government activities.





投訴處理程序

平機會獲授權調查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，可親身或透過授權代表，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，以及申請人是否有能力在沒有協助的情況下處理個案。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38頁）。

改善措施

平機會致力維持效率及效益兼備的公眾查詢及投訴處理機制。在2018/19年度，平機會繼續尋求改善投訴處理程序的方法。具體而言，為了加快查詢和投訴的處理程序，只要查詢符合指定條件或準則，便即歸類為投訴，並會迅速指派個案主任跟進。指定條件是：

- 投訴必須為書面形式；
- 投訴必須由受屈人提出（除非該投訴是由受屈人代表代投訴人提出）；以及
- 必須關乎反歧視條例下的違法行為之指稱。

Complaint-handling Procedures

The EOC is mandated to investigate into 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 an authorised 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.38 for information on legal assistance).

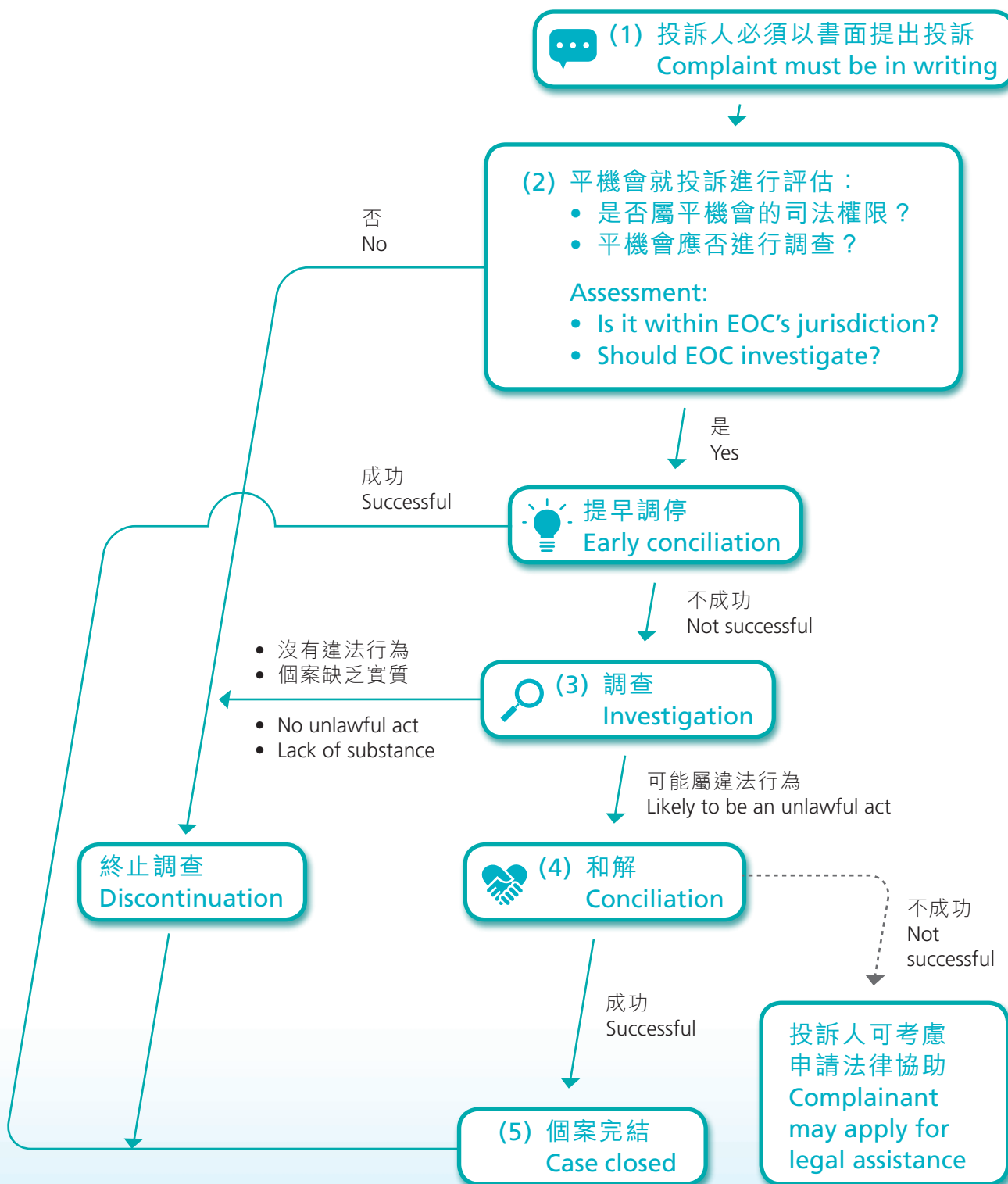
Enhancement Measures

The EOC is committed to maintaining an effective and efficient public enquiry and complaint-handling mechanism. In 2018/19, the EOC continued to identify ways of enhancing the complaint-handling process. Specifically, to speed up the processing of enquiries and complaints, once an enquiry has met the stipulated conditions or threshold test, it would be classified as a complaint and a case officer would be promptly assigned to follow up on the complaint. The conditions are:

- The complaint must be in writing;
- The aggrieved person must have lodged the complaint (unless the complaint is a representative complaint made on behalf of an aggrieved person); and
- There must be an allegation of an unlawful act under the anti-discrimination ordinances.



投訴處理程序的流程圖 Flowchart on Complaint-handling Procedures





回覆公眾查詢

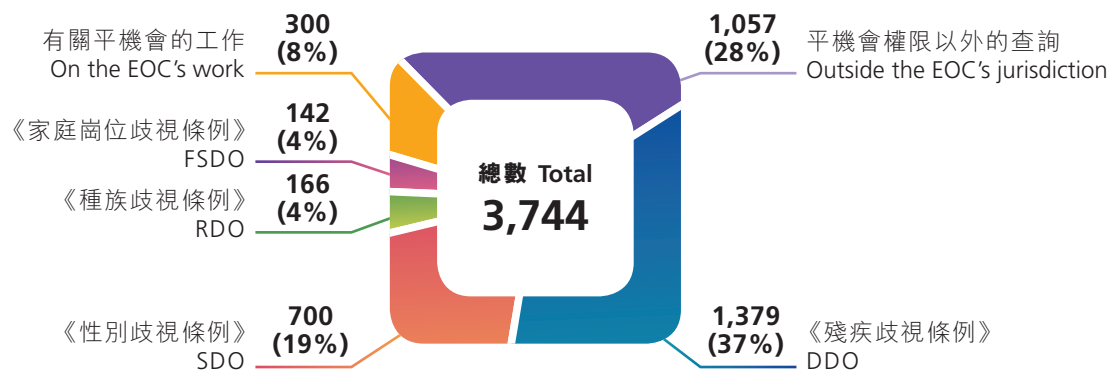
平機會在2018/19年度共處理了9,790宗查詢，當中6,046宗為一般查詢，3,744宗為涉及具體情況的查詢。一般查詢通常有關平機會的活動和反歧視條例的條文；而具體查詢則關乎一些可能會演變為投訴的情況和事件。大部分人透過平機會的電話熱線作出查詢，其次為書信，以及與平機會職員當面對談。

Answering Enquiries from the Public

In 2018/19, the EOC handled a total of 9,790 enquiries: 6,046 general enquiries and 3,744 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 scenarios or incidents that may become complaints. The largest proportion of enquiries was made through the EOC telephone hotline, followed by writing and face-to-face interviews.

2018/19年度處理的具體查詢數字

Breakdown of Specific Enquiries Handled in 2018/19



收到及處理的投訴

由於採用了更快捷的查詢篩選及分類方法，平機會在2018/19年度收到的投訴數字大幅增加至1,008宗，比2017/18年度上升了54%。

Complaints Received and Handled

Owing to the more efficient screening and classification of enquiries, the number of complaints received by the EOC increased significantly by 54% to 1,008 in 2018/19, as compared with 2017/18.



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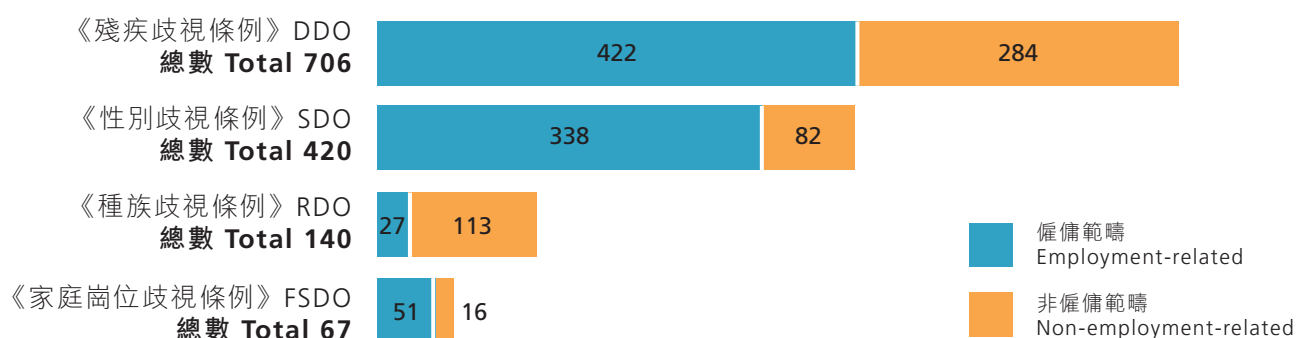
2018/19年度新收到的歧視投訴數字：1,008宗

New Discrimination Complaints Received in 2018/19: 1,008



2018/19年度已處理的投訴總數（包括2017/18年度尚未完成的個案）：1,333宗

Total Number of Complaints Handled in 2018/19 (including cases carried over from 2017/18): 1,333



有關《殘疾歧視條例》的投訴

Complaints Related to the DDO

- 根據《殘疾歧視條例》提出的706宗投訴中，有422宗（60%）屬僱傭範疇，284宗（40%）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、對員工的遷就或便利，或對僱主造成不合情理的困難。
- 非僱傭範疇的個案大多數涉及提供貨品、服務及設施，以及政府執行職務或行使職權的事宜。
- Of the 706 complaints lodged under the DDO, 422 (60%) were related to employment and 284 (40%) were non-employment-related.
- For the employment-related cases, the majority were related to sick leave and work injuries. The disputes were mainly over staff's ability to perform the inherent requirements of the job, accommodation given to an employee or unjustifiable hardship to the employer.
- For those cases not related to employment, the majority involved the provision of goods, services and facilities, and Government functions or powers.



有關《性別歧視條例》的投訴

- 根據《性別歧視條例》提出的投訴當中，性騷擾和懷孕歧視個案仍佔首兩位。
- 在420宗《性別歧視條例》個案中，有338宗屬僱傭範疇，當中44%涉及性騷擾（150宗），33%（111宗）涉及懷孕歧視。
- 平機會亦調查了82宗非僱傭範疇的投訴，當中40%（33宗）有關性別歧視，43%（35宗）有關性騷擾，12%（10宗）屬懷孕歧視，4%（3宗）屬有關使人受害的歧視，1%（1宗）有關婚姻狀況的歧視。

有關《種族歧視條例》的投訴

- 在140宗《種族歧視條例》的個案中，有27宗（19%）屬僱傭範疇，113宗（81%）屬非僱傭範疇。
- 屬非僱傭範疇的個案中，有50宗（44%）涉及種族中傷，大多數與社交媒體平台上針對本港少數族裔的仇恨言論有關。

有關《家庭崗位歧視條例》的投訴

- 在67宗《家庭崗位歧視條例》的個案中，有51宗（76%）屬僱傭範疇，16宗（24%）屬非僱傭範疇。
- 不少屬僱傭範疇的個案（37%）都是涉及投訴人因家庭崗位而遭解僱。

Complaints Related to the SDO

- Sexual harassment and pregnancy discrimination continued to occupy the top two ranks of cases lodged under the SDO.
- Of the 420 SDO cases, 338 were employment-related allegations. Of these, 44% involved sexual harassment (150 cases), while 33% (111 cases) involved pregnancy discrimination.
- Investigations were also made into 82 non-employment-related allegations, 40% (33 cases) of which were related to sex discrimination, 43% (35 cases) to sexual harassment, 12% (10 cases) to pregnancy discrimination, 4% (3 cases) to victimisation, and 1% (1 case) to marital status discrimination.

Complaints Related to the RDO

- Of the 140 RDO cases, 27 (19%) were employment-related and 113 (81%) non-employment-related.
- For the latter category, 50 (44%) of the cases concerned racial vilification. A large number of these related to hate messages targeting ethnic minorities in Hong Kong on social media platforms.

Complaints Related to the FSDO

- Of the 67 FSDO cases, 51 (76%) were employment-related and 16 (24%) non-employment-related.
- A number (37%) 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：62宗

平機會亦對涉及違法行為的事件或情況，以及根據法例可能引起歧視問題的事宜主動作出調查。有關事件是平機會留意到的，或由第三方或不想參與調查或調停過程的個別受屈人士向平機會報告的。在這些情況下，平機會會向有關方面查詢事件，解釋相關的法例條文，並建議他們改善情況。

平機會於2018/19年度共處理了62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

在調查投訴個案的過程中，平機會致力幫助投訴人和答辯人通過調停達成和解。調停完全屬自願性質。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。

2018/19年度完結的個案有894宗，當中188宗進行了調停，最終134宗成功調停，調停成功率為71%；而2017/18年度的成功率是67%。此外，有6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244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，對情況有更深入了解而決定不再跟進。另外，456宗個案因不同原因而被終止，包括個案缺乏實質、無違法行為，以及投訴已超過12個月的期限。

EOC-initiated Investigations: 62

The EOC also initiated investigations into incidents or situations involving unlawful acts, and issues that gave rise to concerns of discrimination under the law. 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 62 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

In the course of investigating a complaint case, the EOC will endeavour to help the complainant and the respondent reach a settlement by way of 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 894 cases concluded in 2018/19, 188 proceeded to conciliation, with 134 successfully conciliated. The conciliation success rate was 71%, compared to 67% in 2017/18. Another 6 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 244 cases were withdrawn due to complainants having no desire to pursue the case further or acquiring better understanding of the situation after receiving the initial response from the respondents. Furthermore, 456 cases were discontinued due to various reasons, including case lacking in substance, there was no unlawful act found, and the complaint was lodged beyond the 12-month time bar.

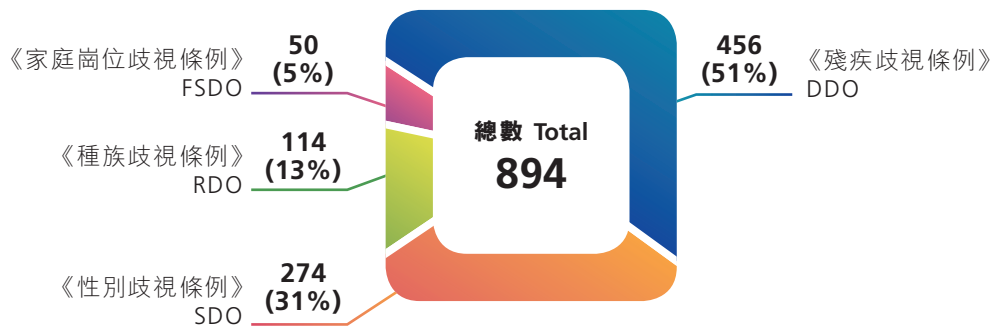


整體而言，儘管平機會在2018/19年度收到的投訴大幅增加，仍能達到在六個月內完成處理75%個案的服務承諾。

Overall, the EOC was able to fulfil its performance pledge of concluding 75% of the cases within six months in 2018/19, despite the substantial increase in the number of complaints lodged.

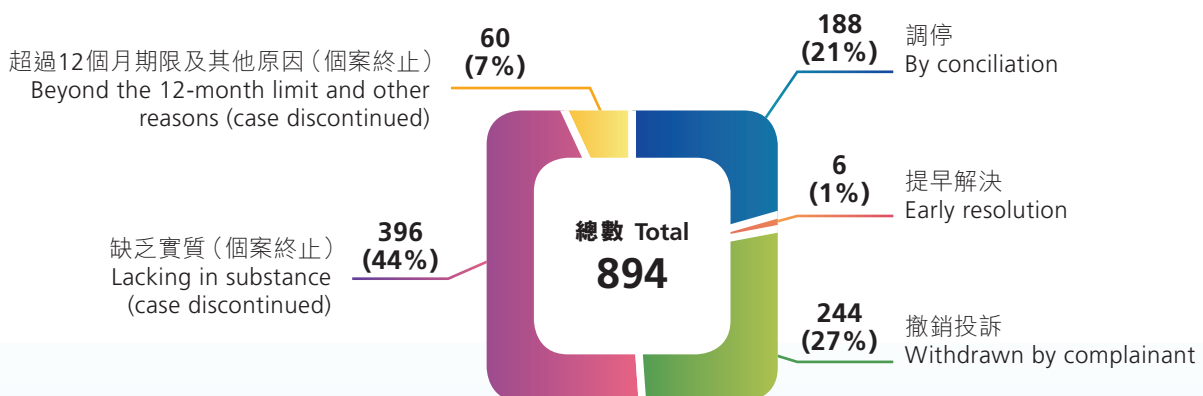
2018/19年度已完結的個案數字（根據條例分類）

Breakdown of Cases Concluded in 2018/19 by Ordinance



2018/19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 2018/19 by Action Taken





法律服務科

平機會並非法庭或審裁機構，沒有權力就歧視、騷擾或中傷的申索作出判決；平機會也不是法律援助機構。儘管如此，投訴人作出投訴後，若未能達成和解，可向平機會申請協助，包括法律協助。平機會的法律服務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。

向投訴人提供的協助

每當收到法律協助申請時，法律服務科會指派部門內一名律師處理有關申請。該律師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文載列的原則，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，考慮並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協助申請人。若申請人獲法律協助而案件又無法達成和解，法律服務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。法律服務科的律師會在各非正審聆訊／審訊中代表受助人出庭，或視乎案件的複雜和影響程度，延聘外間的獨立大律師代表受助人出庭。

Legal Service Division

The EOC is not a court or tribunal. It does not have the power to decide on claims of discrimination, harassment or vilification. Neither is it a legal aid agency. Nevertheless, when a complaint has been lodged, but not settled, the complainant may apply to the EOC for assistance, including legal assistance. 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.

Assistance to Complainants

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 is comprised of Members of diverse backgrounds and expertise, will consider and decide whether or not to give assistance in a case based on the legal advice of 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.



提供法律協助與否的考慮因素

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：

- 案件能否就重要法律問題確立先例？
- 案件會否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）？
- 案件會否鼓勵有關方面在制度上作出改革以消除歧視？
- 個案是否過於複雜，或雙方的相對位置過於懸殊（如權力不平衡），以致申請人難以處理？
- 證據是否足以在法庭獲得勝訴？
- 就某特定個案而言，法律訴訟是否消除歧視的最佳或最有效方法？

這些因素在每宗個案的適用程度不一，專責小組通常會綜合考慮各種原因才作出決定。就獲給予法律協助的個案而言，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請人。

Considerations for Giving or Not Giving Legal Assistance

In deciding whether or not to give legal assistance, the LCC considers a wide range of factors, including:

- Could the case establish a precedent on important legal issues?
- Would the case raise public awareness in areas of discrimination which are still prevalent in Hong Kong, such as pregnancy discrimination and accessibility to premises?
- Would the case encourage institutional changes to eliminate discrimination?
- Would it be difficult for the applicant to handle the case given its complexity and/or the relevant position of the parties (e.g. imbalance of power)?
- Is the evidence sufficient to support a good prospect for success in court?
- Is legal proceeding the best or most effective way to eliminate discrimination insofar as the particular case is concerned?

The applicability of these factors varies from case to case, and often a combination of reasons is involved in reaching a decision. For cases granted with legal assistance, the assistance 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

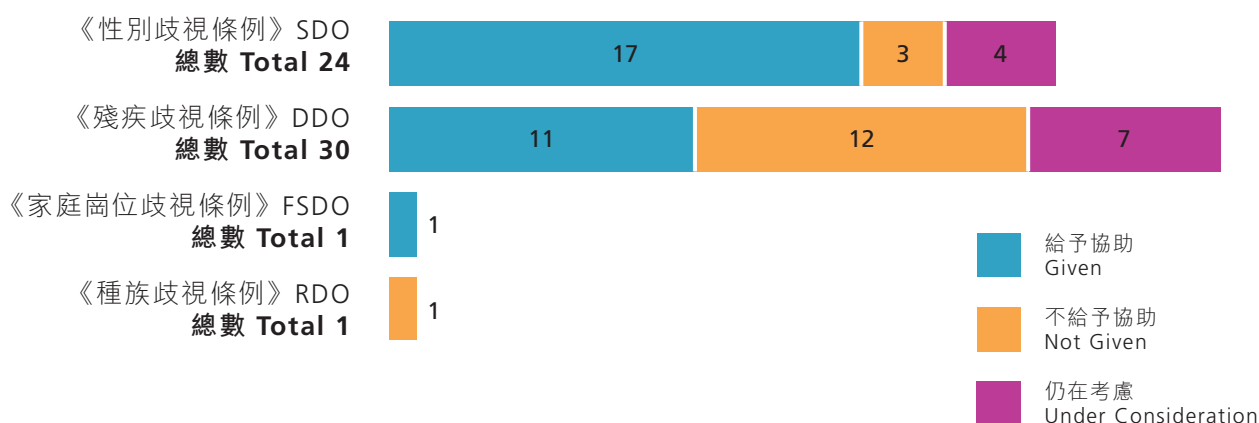
在2018/19年度，平機會共處理了56宗法律協助申請，當中29宗獲得協助，16宗不獲協助。截至財政年度完結時，尚有11宗申請仍在考慮中。

Applications for Assistance

In 2018/19, the EOC handled 56 applications for assistance. Of these, 29 cases were given legal assistance. A total of 16 cases were not given assistance, while 11 cases were still under consideration at the end of the fiscal year.

根據條例劃分的法律協助申請數字

Breakdown on Applications for Legal Assistance by Ordinance



法律協助的案例

2018年8月31日 — 平機會根據《性別歧視條例》代表一名外籍家庭傭工在區域法院提出訴訟。申索人指稱，她的前僱主基於她懷孕而歧視她，強迫她辭職。

2018年9月3日 — 平機會根據《性別歧視條例》代表一名女士提出法律訴訟。申索人指稱，她多次受到前上司（第一答辯人）性騷擾，而其前僱主（第二答辯人）需為第一答辯人所犯的違法性騷擾行為負上轉承責任。

2018年12月4日 — 平機會根據《性別歧視條例》代表一名女士提出法律訴訟。申索人指稱，她所屬機構基於她懷孕而歧視她，而她的前直屬上司明知而協助該機構作出違法行為。

Examples of Legally Assisted Cases

31 August 2018 – The EOC issued legal proceedings in the District Court under the SDO on behalf of a foreign domestic helper who alleged that her ex-employer discriminated against her on the ground of her pregnancy by forcing her to resign.

3 September 2018 – The EOC issued legal proceedings under the SDO on behalf of a woman against her former supervisor (“1st Respondent”) for sexually harassing her on a number of occasions and her former employer (“2nd Respondent”) for being vicariously liable for the unlawful sexual harassment acts committed by the 1st Respondent.

4 December 2018 – The EOC issued legal proceedings under the SDO on behalf of a woman who alleged that her company discriminated against her on the ground of her pregnancy, and her former direct supervisor knowingly aided her company to commit the unlawful acts.



不需展開訴訟便已完結的受助個案

在2018/19年度，有18宗在該年度或之前已獲法律協助的個案，毋需展開法律訴訟便已解決，或是因為個案的進一步發展及評估證據後未獲進一步協助。這些個案包括：

- 8宗屬《性別歧視條例》下的僱傭範疇個案。
- 9宗屬《殘疾歧視條例》下的僱傭範疇個案，另1宗與無障礙及提供服務有關。

另有30宗個案在2018/19年度或之前獲法律協助的個案仍在處理，至報告期完結時尚未有結果或未展開法律訴訟。

法庭案件

平機會在2018/19年度共處理了10宗法庭訴訟，其中5宗有關《性別歧視條例》，另外5宗有關《殘疾歧視條例》。

在平機會律師的協助下，3宗個案在保密條款下成功和解而毋需進行審訊，或是因為個案的進一步發展及評估證據後未獲進一步協助。此外，有1宗個案進行了審訊但被駁回。截至2019年3月31日為止，其餘6宗個案仍未完結。

Legally Assisted Cases Concluded without Commencing Legal Proceedings

In 2018/19, 18 cases, to which legal assistance was given before or 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:

- 8 were employment-related cases under the SDO.
- 9 were employment-related cases under the DDO, and another case was related to accessibility and the provision of services.

A total of 30 other cases, to which legal assistance was given before or 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.

Court Cases

In 2018/19, the EOC handled 10 court proceedings – 5 under the SDO and 5 under the DDO.

With assistance from EOC's lawyers, 3 cases were either successfully settled on confidential terms without proceeding to trial, or given no further assistance upon further development and assessment of evidence. In addition, 1 case proceeded to trial but was dismissed. For the remaining 6 cases, they were still ongoing as of 31 March 2019.



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和解條款

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。經成功調停或獲法律協助後和解的個案，和解條款包括：

- 更改政策／慣例；承諾停止歧視措施；
- 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；
- 限制日後再犯同樣行為；紀律處分；作出道歉；或投訴人接受答辯人／機構的解釋；
- 發出推薦信；金錢賠償；提供聘用機會；或復職；以及
- 向慈善機構作出捐款。

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;
- Provision of benefits, including education programmes/training; provision of goods, services and facilities; or improvement in facilities and accessibility;
- Restrictions on future acts; disciplinary action; apologies; or complainants accepting the respondents' explanation;
- Provision of reference letters; monetary compensation; offers of employment; or reinstatements; and
- Donations to charity.

金錢賠償

在報告期內，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439萬元。

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\$4.39 million.



歧視條例檢討

平機會其中一項主要職能，是檢討反歧視條例的實施情況，並且視乎需要提出修例建議。平機會於2016年發布《歧視條例檢討》報告，是次條例檢討是平機會成立以來最詳盡的檢討，報告列出73項條例須予以改革的建議，其中27項為應優先處理的建議。

2018年12月，特區政府向立法會提交《2018年歧視法例（雜項修訂）條例草案》進行首讀及開始二讀辯論。《條例草案》納入了以下八項《歧視條例檢討》內的建議：

- 禁止基於餵哺母乳的直接和間接歧視，並將集乳列入餵哺母乳的定義中；
- 修訂《種族歧視條例》的條文，以「有聯繫人士」取代「近親」；
- 禁止因被假設或當為某特定種族群體的人而受到直接及間接歧視和騷擾；
- 擴闊性騷擾、殘疾騷擾和種族騷擾的保障範圍，以保障在共同工作場所內工作的人免受騷擾；
- 保障服務提供者在《殘疾歧視條例》及《種族歧視條例》下，免受顧客的殘疾騷擾和種族騷擾；
- 保障服務提供者在香港註冊的船舶和飛機上也免受顧客的殘疾騷擾和種族騷擾，即使有關船舶和飛機在香港境外；

Discrimination Law Review

One major function of the EOC is to keep under review the implementation of the anti-discrimination ordinances and, where necessary, draw up proposals for amendments. In 2016, the EOC released the report on the Discrimination Law Review (DLR). The most comprehensive review to date, it listed out 73 areas of the ordinances that require reform, among which 27 were specified as higher priority areas.

In December 2018, the SAR Government introduced the Discrimination Legislation (Miscellaneous Amendments) Bill 2018 to the Legislative Council for first and commencement of second reading. The Bill takes forward eight recommendations under the DLR, namely:

- Prohibit direct and indirect discrimination on the ground of breastfeeding, and include expression of milk in the definition of breastfeeding;
- Replace the references to “near relative” in the RDO with references to “associate”;
- Prohibit direct and indirect discrimination and harassment on the ground of race by imputation;
- Expand the scope of protection from sexual, disability and racial harassment to cover situations of harassment between persons working in a common workplace;
- Protect service providers from disability and racial harassment by customers under the DDO and RDO;
- Protect service providers from disability and racial harassment by customers, where the acts happened outside Hong Kong, but on Hong Kong registered aircraft and ships;



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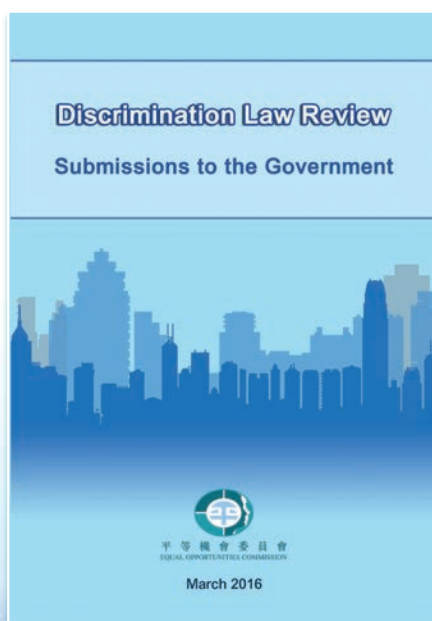
- 保障會社成員或準成員在《性別歧視條例》及《殘疾歧視條例》下，免受會社管理層的性騷擾和殘疾騷擾；以及
- 廢除《性別歧視條例》、《家庭崗位歧視條例》和《種族歧視條例》中規定，判給間接歧視申索人賠償時須證明有歧視意圖的條文。
- Protect members or prospective members of a club from sexual and disability harassment by the management of the club under the SDO and the DDO; and
- Repeal the provisions in the SDO, FSDO and RDO, which disallow the award of damages if the respondent in an indirect discrimination case can prove that the requirement or condition was not applied with intention to discriminate.

隨着立法會成立法案委員會審議《條例草案》，平機會於2019年2月向立法會提交意見書，表達其對餵哺母乳定義的見解，以及支持把免受騷擾的保障擴展至在共同工作場所工作的義工及實習生。平機會亦促請政府儘快推行其餘19項應優先處理的法律改革建議。

與此同時，平機會亦擬備有關修訂的指引，尤其是有關餵哺母乳的指引，好讓僱主、僱員、服務提供及使用者等有關持份者，可以了解修訂的效用，以及法例修訂實施後他們的法律責任。

As a Bills Committee was established by the Legislative Council to scrutinise the Bill, the EOC made a submission to the Committee in February 2019 to state its views on the definition of breastfeeding and its support for covering volunteers and interns in the protection from harassment in common workplaces. The EOC also urged the Government to implement as soon as possible the other 19 higher priority law reforms recommended by the Commission.

Simultaneously, the EOC has been preparing guidance notes in relation to the amendments, specifically on breastfeeding, so that the stakeholders concerned, including employers and employees, as well as service providers and users, can understand the effects of the amendments and their obligations upon implementation.





政策、研究及培訓

平機會每年進行不同研究，以掌握歧視的趨勢及根源，建立以數據為本的深入見解。根據研究結果，平機會與政府及各界持份者合作制定政策，推行改革，檢討程序及提供培訓課程，以減少社會上的歧視風險。

2018/19年度公布的研究報告

平機會於2018/19年度公布了三項研究報告，議題分別為家庭崗位歧視、大學校園內的性騷擾，以及體育界的性騷擾，吸引傳媒廣泛報道及關注。三項研究的主要結果摘要如下：

香港工作間的家庭崗位歧視之研究（2018年8月公布）

- 香港的僱主和僱員對於甚麼情況會構成《家庭崗位歧視條例》所指的家庭崗位歧視，一般缺乏清晰了解。
- 在受訪有照顧家庭責任的僱員當中，7.8%表示過去兩年內曾遭受家庭崗位歧視。
- 需要照顧年長父母的女性申請資深職位時，其獲聘率較申請初級職位低24.5個百分點。

Policy, Research and Training

To grasp the trends and root causes of discrimination and develop data-driven insights, the EOC undertakes a range of research studies every year. Based on the findings of the studies, the EOC works with the Government and stakeholders in different sectors on policy formulation and reforms, procedural reviews and training programmes that serve to reduce the risk of discrimination.

Research Studies Published in 2018/19

In 2018/19, the EOC released the findings of three studies on family status discrimination, sexual harassment in universities and the sports sector respectively, which attracted extensive media coverage and attention. Below summarised the key findings of these studies:

Study on Family Status Discrimination in the Workplace in Hong Kong (Released in August 2018)

- There is a common lack of clear knowledge about what constitutes family status discrimination under the Family Status Discrimination Ordinance (FSDO) among both employers and employees in Hong Kong.
- Among the surveyed employees with family care responsibilities, 7.8% reported having experienced discrimination in the past two years.
- When a woman responsible for the care of elderly parents applied for a senior position, her chance of landing the job was 24.5 percentage points lower than when she applied for an entry-level opening.





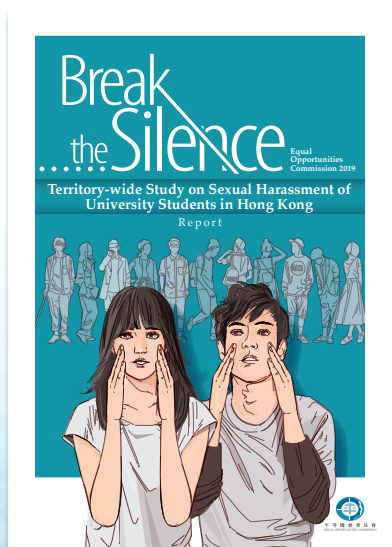
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打破沉默：本港大學生性騷擾調查研究（2019年1月公布）

- 來自九所參與大學共14,442名學生交回問卷，當中約四分之一（23%）在調查前12個月內，曾在校園範圍內/外被同學或教職員性騷擾，及/或於網上被性騷擾。然而，當中只有2.5%受訪學生向就讀的大學提出投訴。
- 過半數（58.6%）受訪學生不知道所屬大學有制定反性騷擾政策。
- 調查結果亦顯示大學生未能辨認構成性騷擾的行為，四分之一（25%）受訪學生未能從問卷羅列的八個性騷擾情景中，辨認出四個或以上性騷擾的例子。

Break the Silence: Territory-wide Study on Sexual Harassment of University Students in Hong Kong (Released in January 2019)

- Among the 14,442 students from nine participating universities who completed the online survey, about one-fourth (23%) were sexually harassed on-campus and/or off-campus by fellow students or university staff, and/or online by anyone within the 12 months before they took the survey. Yet, a mere 2.5% lodged a complaint with the university.
- More than half (58.6%) were unaware of the existing anti-sexual harassment policy at their universities.
- The students' knowledge of what constitutes sexual harassment also proved lacking, with one-fourth (25%) failing to identify four scenarios of sexual harassment or above, out of the eight examples listed.





性騷擾——體育界問卷調查 2018（2019年2月公布）

- 已制定防止性騷擾政策的體育總會由2014年的七間上升至2018年的22間，並預計於2019年第四季，再有17間體育總會制定防止性騷擾政策。
- 有更多體育總會主動向會員或屬會發布防止性騷擾政策，12間體育總會表示把政策上載至網站，10間表示以電郵通知。相比2014年的同類調查，當時沒有任何體育總會把政策上載至網站，只有三間體育總會以電郵通知會員有關政策。
- 調查結果亦顯示，各體育總會採取更廣泛的預防性騷擾措施，例如為教練提供防止性騷擾培訓，以及要求教練在閱讀防止性騷擾政策／相關操守守則後，簽署確認以示同意遵守。

Sexual Harassment – Questionnaire Survey for Sports Sector 2018 (Released in February 2019)

- The number of National Sports Associations (NSAs) with an anti-sexual harassment policy increased from seven in 2014 to 22 in 2018, and an additional 17 NSAs are expected to have a policy in place by the fourth quarter of 2019.
- More NSAs took active steps to inform members and affiliated clubs of the policy as well, with 12 of them posting the policy on their websites (none uploaded the policy in 2014) and 10 sending out an email notification (vs. three in 2014).
- There was also wider adoption of preventive measures among NSAs, such as providing anti-sexual harassment training for coaches and requiring them to sign an acknowledgment form after reading the anti-sexual harassment policy or related Code of Ethics.

進行中的研究

平機會於2018/19年度已委託/正進行以下研究：

- 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（研究結果於2019年5月公布）；
- 香港主流學校教育少數族裔學生所面對挑戰之研究；
- 公眾對女性參政的態度研究；以及
- 香港少數族裔青年教育與事業路徑的研究。

Research Studies in Progress

The following studies were either in progress or commissioned in 2018/19:

- Study on Identifying Effective Approaches to Reduce Public Opposition in the Siting of Integrated Community Centres for Mental Wellness and other Mental Health Facilities (Released in May 2019);
- A Study on the Challenges Faced by Mainstream Schools in Educating Ethnic Minorities in Hong Kong;
- A Study on Public Attitudes towards Female Political Leadership; and
- A Study on Education and Career Pathways of Ethnic Minority Youths in Hong Kong.



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平等機會研究項目資助計劃

平機會亦資助合資格學術團體及非牟利組織，進行有關歧視及平等機會的研究項目。在2017/18年度的資助計劃，共有九個研究項目獲得資助，其中八個項目的研究結果已於2018年7月至2019年4月公布，有關項目的研究報告亦已上載至平機會網站。

Funding Programme of Research Projects on Equal Opportunities

The EOC also provides funding to eligible academic and not-for-profit organisations to undertake research projects related to discrimination and equal opportunities. Under the 2017/18 funding programme, nine research studies were funded. Findings of eight studies were released between July 2018 and April 2019, and their respective reports were made available on the EOC website.

研究題目（機構名稱） Name of Study (Organisation)	研究結果公布日期 Findings Release Date
2018 網站無障礙程度測試調查（香港失明人協進會） 2018 Web Accessibility Survey (Hong Kong Blind Union)	2018年7月 July 2018
香港少數族裔長者文化適應及需要評估：質性研究（香港大學社會工作及社會行政學系） Acculturation and Needs Assessment of Elderly Ethnic Minorities in Hong Kong: A Qualitative Study (Department of Social Work & Social Administration, The University of Hong Kong)	2018年11月 November 2018
為香港的「小個子」營造一個零歧視及無障礙的生活環境（香港城市大學公共政策學系） Creating a Discrimination-free and Barrier-free Living Environment for the "Little People" in Hong Kong (Department of Public Policy, City University of Hong Kong)	2018年12月 December 2018
反性騷擾政策檢視清單——大專院校（新婦女協進會） Anti-Sexual Harassment Policy Checklist – Research Report on Tertiary Institutions (The Association for the Advancement of Feminism)	2019年2月 February 2019
「悅」讀中文：中小學非語文科目教科書中文讀寫要求調查 （香港政策研究所教育政策研究中心） The Study for Chinese Language Proficiency of the Non-Language Subjects Textbooks Used in Primary and Secondary Schools (Education Policy Research Centre, Hong Kong Policy Research Institute)	2019年3月 March 2019
有關難民/尋求庇護者在香港因居民身份而被歧視的經驗研究（香港大學法律專業學系） Study on the Discrimination Experience based on Residency Status of Asylum Seeker/ Refugee in Hong Kong (Department of Professional Legal Education, The University of Hong Kong)	2019年3月 March 2019
關注低收入中港跨境家庭研究（香港浸會大學教育學系） A Study of Low-Income Mainland-Hong Kong Cross-Border Families (Department of Education Studies, Hong Kong Baptist University)	2019年4月 April 2019
香港人本服務專業人士對文化能力訓練的接受程度及預備（香港理工大學應用社會科學系） Receptivity and Readiness for Cultural Competence Training among the Human Service Professions in Hong Kong (Department of Applied Social Sciences, The Hong Kong Polytechnic University)	2019年4月 April 2019



政策倡議

向本地及國際機構提交意見書

平機會每年都向不同本地及國際機構包括政府部門及立法機關提交多份意見書，就消除歧視的政策措施提出建議，並報告香港在落實各項國際公約方面的平權進展。平機會於2018/19年度提交了以下意見書：

- 就香港特別行政區根據聯合國《消除對婦女一切形式歧視公約》提交第四次報告的項目大綱，向政府提交意見書（2018年5月）；
- 就香港特別行政區根據《消除一切形式種族歧視國際公約》提交的第三次報告，向立法會政制事務委員會提交意見書（2018年7月）；
- 就聯合國消除種族歧視委員會審議香港特別行政區按《消除一切形式種族歧視國際公約》提交的報告之結果，向立法會政制事務委員會提交意見書（2018年11月）；以及
- 就香港特別行政區根據《經濟、社會與文化權利的國際公約》提交第四次報告的項目大綱，向立法會政制事務委員會提交意見書（2019年1月）。

Policy Advocacy

Submissions to Local and International Organisations

Each year, the EOC makes a number of submissions to local and international organisations, including Government departments and the legislature, to state its recommendations on policy measures for eradicating discrimination, and highlight the progress of equality in Hong Kong in respect of the implementation of various international instruments. In 2018/19, the EOC made the following submissions:

- Submission to the Government on the Outline of the Topics to be covered in the Fourth Report of the Hong Kong Special Administrative Region under the United Nations Convention on the Elimination of All Forms of Discrimination against Women (May 2018);
- Submission to the Legislative Council Panel on Constitutional Affairs on the Third Report of the Hong Kong Special Administrative Region under the International Convention on the Elimination of All Forms of Racial Discrimination (July 2018);
- Submission to the Legislative Council Panel on Constitutional Affairs on the Outcome of the Hearing by the United Nations Committee on the Elimination of Racial Discrimination on the Report of the Hong Kong Special Administrative Region under the International Convention on the Elimination of All Forms of Racial Discrimination (November 2018); and
- Submission to the Legislative Council Panel on Constitutional Affairs on the Outline of Topics to be covered in the Fourth Report of the Hong Kong Special Administrative Region on the implementation of the International Covenant on Economic, Social and Cultural Rights (January 2019).



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就性教育改革向政府提交意見書

平機會於2018年10月就改革學校性教育向教育局提出一系列建議。平機會認為，性教育的目的是協助青少年對性別角色、性別平等及尊重兩性身體建立正面態度，因此課程應加強兩性平等及兩性關係教育，不應只側重生理方面的生殖知識。基於此，平機會建議這科目正名為「sexuality education」（性教育）或「sexuality and relationship education」（性別與兩性關係教育），以反映這科目的特質。其他建議包括課程內容和推動學校推行性教育的措施，例如為教師及學校管理層提供培訓，以及訂下建議授課時數。

向政府提交意見書前，平機會政策、研究及培訓專責小組的反性騷擾運動工作小組召集人蔡玉萍教授及部分工作小組成員，與負責推行學校性教育的教育局官員會面，就有關議題討論及交換意見。平機會希望通過更周詳完備的課程，學生可建立更健康的性觀念，提高對性騷擾的認識，包括學會如何在何處尋求協助，從而可以保護自己免受性騷擾及性侵犯。

Submission to the Government on the Reform of Sex Education

In October 2018, the EOC submitted to the Education Bureau (EDB) a series of recommendations on reforming sex education in schools. The EOC believes that instead of focusing on the biological aspects of reproduction, the curriculum should place a stronger emphasis on gender equality and relationship education, with a view to cultivating positive attitudes on gender roles and equality, and respect for others' bodies among the younger generation. To reflect this, the EOC recommended renaming the subject as "sexuality education" or "sexuality and relationship education". Other recommendations include the content to be taught and the measures to facilitate implementation, such as providing training for teachers and management of schools, and stipulating recommended lesson hours.

Before making the submission to the Government, Professor Susanne CHOI Yuk-ping, Convenor of the Working Group on Anti-Sexual Harassment Campaign under the EOC Policy, Research and Training Committee, along with some Working Group members, met the responsible officers of the EDB to discuss and exchange views on the issues at stake. The EOC hoped that through a better thought-out curriculum, students could develop healthier concepts of sex, and enhance their knowledge of sexual harassment, including how and where to seek help, ultimately guarding them against sexual harassment and assault.



無障礙的士服務

為跟進平機會於2018年3月公布的《香港無障礙的士研究報告》，平機會與多個持份者合作，致力消除殘疾人士在乘搭的士及其他路面交通工具的障礙，使他們可以更便利使用這些交通工具。

例如，平機會就運輸署為的士及小巴司機制定的培訓課程和教材，多次提供有關反歧視條例的內容。因應平機會的建議，運輸署在多個培訓課程及教材，包括在的士及小巴司機強制職前課程、YouTube頻道及網站內為的士司機而設的網上培訓教材，以及在廣泛派發的《香港的士服務指引》最新版本中，均加入了有關預防殘疾歧視及騷擾的各種元素。

此外，平機會於2018年12月與香港最大的士供應商會面，深入了解引入可供輪椅上落的新型號混能的士(Comfort Hybrid Taxi)對殘疾人士的影響。平機會及其他持份者對殘疾人士使用新型號的士時可能遇到的困難表示關注，的士供應商其後修改了汽車的設計，以縮短輪椅使用者上落的士的所需時間。

Accessibility of Taxi Services

To follow up on the EOC's Study on Taxi Accessibility of Hong Kong published in March 2018, the Commission partnered with multiple stakeholders to eliminate barriers and improve accessibility for persons with disabilities (PWDs) in using taxis and other land transport.

For instance, the EOC contributed inputs regarding the anti-discrimination laws to a series of training materials and courses developed by the Transport Department (TD) for taxi and public light bus drivers. In response, the TD incorporated various elements on preventing disability discrimination and harassment into their mandatory courses for pre-service taxi and public light bus drivers, online training materials on YouTube and websites for taxi drivers, as well as the widely circulated revised *Hong Kong Taxi Service Guidelines*.

In addition, the EOC had a meeting with the biggest taxi supplier in Hong Kong in December 2018 to better understand the impact on PWDs with the introduction of a new model of wheelchair-accessible taxi (WAT) known as Comfort Hybrid Taxi. The EOC and other stakeholders expressed concerns regarding the potential difficulties PWDs might encounter while accessing the new WATs. Subsequently, the supplier modified the vehicle design to shorten the time for wheelchair users to board and alight from the vehicle.





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為進一步方便殘疾人士使用有關的士，平機會主席亦致函運輸及房屋局局長，就如何鼓勵的士司機接載輪椅使用者表達關注及意見，建議局方參考澳洲悉尼的津貼計劃，向香港的士司機提供同類鼓勵措施，以補貼司機接載輪椅使用者的額外時間成本。

To further facilitate PWDs in accessing WATs, the EOC Chairperson also wrote to the Secretary for Transport and Housing, spelling out the concerns and suggestions for incentivising taxi drivers to pick up wheelchair users, such as providing incentives similar to the subsidy schemes in Sydney, Australia to cover the extra time costs incurred by drivers in picking up wheelchair users.

2018精神健康月

平機會再度聯同勞工及福利局、其他政府部門、公營機構及非政府組織，合辦每年舉行的精神健康月運動。平機會是籌備委員會研究工作小組成員之一，與籌備委員會其他成員合作進行了精神健康指數調查，以評估香港市民的精神健康狀態，並探討香港的在職人士是否在工作和生活之間取得平衡。調查結果已於2018年10月29日舉行的記者會上公布。平機會亦支持精神健康月運動中多項提高精神健康意識的活動，包括2018年12月8日舉行的「家・力量」滿FUN嘉年華。

Mental Health Month 2018

The EOC continued to co-organise the annual Mental Health Month campaign with the Labour and Welfare Bureau, other Government departments, public organisations and NGOs. As a member of the Organising Committee's Research Working Group, the EOC jointly conducted the Mental Health Index survey to gauge the mental health status of Hong Kong citizens and to explore whether work-life balance was achieved among workers in the city. The findings of the survey were announced at a press conference on 29 October 2018. The EOC also supported the promotion of various awareness-raising activities under the campaign, including the "Home, Power" Carnival on 8 December 2018.





2018/19年度無障礙網頁嘉許計劃

平機會多年來一直鼎力支持無障礙網頁嘉許計劃，提倡無障礙網站及流動應用程式設計。2018/19年度的嘉許計劃由香港互聯網註冊管理有限公司主辦，並由政府資訊科技總監辦公室協辦，頒獎禮於2019年1月舉行，表揚機構及企業在其網站及/或流動應用程式採用無障礙設計，積極促進數碼共融。平機會希望透過計劃，推動參與機構長遠持續實踐「網絡無障礙」的理念，並同時鼓勵其他機構及企業也採納這個理念。

Web Accessibility Recognition Scheme 2018/19

As an advocate of accessible web designs and mobile applications, the EOC has been a staunch supporter of the Web Accessibility Recognition Scheme (WARS) over the years. Organised by Hong Kong Internet Registration Corporation Limited and co-organised by the Office of Government Chief Information Officer, the Award Ceremony of WARS 2018/19 was held in January 2019 to recognise organisations and companies for contributing to digital inclusion by designing websites and/or mobile applications in an accessible manner. The EOC hopes that through this scheme, the “accessible for all” concept will become a long-term commitment for participating entities, and that more organisations and companies will be encouraged to adopt the concept in practice.



本地大學推廣平等機會聯繫網絡

平機會一直倡議為有特殊教育需要的學生提供更多支援，其中一項措施是與本地大學建立緊密的聯繫網絡，定期舉辦及安排會議。借助這個平台，平機會邀請大學代表分享所屬大學在支援有特殊教育需要的學生方面的良好措施。

Network for Promoting Equal Opportunities in Local Universities

As part of the EOC's continuous advocacy for greater support for students with special educational needs (SEN), the Commission held regular meetings for an established network of local universities. Leveraging this platform, the EOC invited representatives of universities to share information on best practices for supporting students with SEN.

平機會在2018/19年度推動網絡內的大學，分享他們為有特殊教育需要的學生進行評估及提供輔助科技的資源，以提升學生的學習體驗。平機會還邀請大學教育資助委員會資助的大學，分享如何運用該會的特別資助，加強支援有特殊教育需要的大學生。

In 2018/19, the EOC facilitated the participating universities to share resources in regard to assessment and assistive technology for students with SEN, so as to improve the students' learning experience. The EOC also engaged the universities funded by the University Grants Committee (UGC) to transfer knowledge in utilising the UGC Special Grants for enhancing the support for students with SEN.



反性騷擾運動工作小組

平機會於2012年推行反性騷擾運動，以不同界別為目標，包括教育界、商界、體育界、護理界及社福界。平機會進行不同工作，協助這些界別預防性騷擾，例如進行調查及研究，以掌握特定界別中性騷擾的普遍情況；制定政策大綱供機構採用；以及為機構的員工提供培訓。

體育界

平機會與中國香港體育協會暨奧林匹克委員會、民政事務局，以及康樂及文化事務署，分別於2014/15年度及2018/19年度推出兩輪反性騷擾運動。連串工作包括：分別於2018年1月至3月為各體育總會和其他體育團體合辦了一場研討會及舉行兩場工作坊，期間亦進行了一項問卷調查；還有由2018年2月1日至12月31日，為來自八間體育機構接近600名員工提供了九場培訓。平機會於2019年2月公布了調查結果，顯示已制定反性騷擾政策的體育總會的百分比有明顯上升，由2014年的12%上升至52%，印證體育界預防性騷擾的工作取得進展。

Working Group on Anti-Sexual Harassment Campaign

The EOC launched the Anti-Sexual Harassment Campaign in 2012. From education, business and sports to healthcare and social service, the EOC has been assisting a variety of sectors to prevent sexual harassment by: undertaking sector-specific surveys and studies to understand the prevalence of sexual harassment; putting together policy frameworks for adoption by organisations; and providing training for the staff of the organisations.

Sports Sector

The EOC collaborated with the Sports Federation & Olympic Committee of Hong Kong, China, the Home Affairs Bureau and the Leisure and Cultural Services Department to roll out two rounds of anti-sexual harassment campaign targeted at the sports sector in 2014/15 and 2018/19 respectively. The effort was intensive: between January and March 2018, the EOC co-organised a seminar and two workshops for the National Sports Associations (NSAs) and other sports associations, while conducting a questionnaire survey during the period. In addition, nine training sessions were conducted between 1 February and 31 December 2018 for almost 600 staff members from eight sports organisations. Progress soon followed, as shown by the survey findings released by the EOC in February 2019. The findings indicated a significant improvement in the percentage of NSAs that have developed a written policy on anti-sexual harassment, up from 12% in 2014 to 52% in 2018.





宗教界

隨着傳媒報道本地教會出現性騷擾的個案，平機會迅即發表文章，表示關注教會內性騷擾的普遍情況，以及教會處理事件的方法。為跟進事宜，平機會與香港九大基督教宗派會面，探討合作的可能。會談促成了平機會於2018年10月與香港中文大學崇基學院的神學院合辦「不叫我們遇見試探——預防及處理教會內的性騷擾」研討會，其後平機會又於2019年3月與香港基督教協進會、中華基督教會香港區會及香港教會更新運動舉辦類似研討會，並於2019年4月及5月再舉辦兩個工作坊。此外，平機會於2018年12月為天主教神職人員舉行講座，並出席了2019年3月一場為信徒領袖而設的研討會。為協助宗教界應對性騷擾，平機會擬備了《教會機構防止性騷擾政策大綱》，並上載至平機會網站，供教會參閱及使用。

Religious Sector

Soon after incidents of alleged sexual harassment in local churches surfaced in the media, the EOC published an article to take issue with the prevalence of sexual harassment in churches and the way this had been handled. To push for change, the EOC had a meeting with nine major Christian denominations in Hong Kong to explore possibilities of collaboration. This resulted in the “Seminar on the Prevention of Sexual Harassment in Churches” in October 2018, co-organised by the Commission and the Divinity School of Chung Chi College of The Chinese University of Hong Kong. A similar seminar was held in collaboration with Hong Kong Christian Council, the Hong Kong Council of the Church of Christ in China, and Hong Kong Church Renewal Movement in March 2019, with two more workshops lined up in April and May 2019. In addition, the EOC gave a talk to Catholic clergymen in December 2018 and participated in a seminar for lay church leaders in March 2019. To further equip the religious sector with tools to tackle sexual harassment, the EOC prepared a “Framework for Prevention of Sexual Harassment Policy in Churches”, which has been posted on the EOC website for reference and use by churches.



教育界

平機會於2019年1月公布《打破沉默：本港大學生性騷擾調查》報告。這項調查是香港最大規模的同類調查，平機會於2018年3月22日至4月30日收回來自九所參與大學共14,442名全日制大學本科生及研究生提交的不記名網上自填問卷，另外與28名大學生進行深入訪談，以及與各大學代表進行焦點小組討論。

Education Sector

In January 2019, the EOC released “Break the Silence: Territory-wide Study on Sexual Harassment of University Students in Hong Kong”. This was the largest study of its kind in Hong Kong, with a total of 14,442 full-time undergraduate and postgraduate students from nine universities participating in an online anonymous self-administrated questionnaire between 22 March and 30 April 2018. In-depth interviews with 28 students and a focus group discussion with university representatives were conducted as well.



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調查結果顯示，九所大學近四分之一（23%）參與調查的大學生，在進行調查前的12個月期間曾遭受性騷擾。然而，只有2.5%曾受性騷擾的學生表示已向就讀的大學作出投訴。

調查結果公布後，平機會於2019年2月至4月初與九所參與大學中的八所大學校長及/或副校長會面，討論校方可如何推行研究報告的建議。大學高層人員對此均反應正面。部分大學表示，將強制要求所有新生參加有關性騷擾的通識教育講座，或考慮規定所有職員參加網上培訓。此外，五所參與大學邀請了平機會向其職員及/或學生講解調查的結果。

同時，平機會繼續為大學的學生及職員進行培訓。平機會於2018年向大學和大專院校的教職員及學生舉辦了50場涵蓋性騷擾議題的培訓，參加者超過2,540人。

至於大專以外的教育界，平機會向幼稚園和中小學的校長及教師舉辦了14場培訓，參加者超過1,230人。

Nearly one-fourth (23%) of the student respondents from the nine universities reported having been sexually harassed within 12 months prior to the survey. However, only 2.5% of the students who experienced sexual harassment lodged complaints with their respective university.

Following the release of the study, the EOC met the Presidents and/or Vice-Presidents of eight of the nine participating universities between February and early April 2019 to discuss the feasibility of implementing the report's recommendations. Responses from senior management of the universities were positive. Some universities indicated that they would require all new students to attend a compulsory general education lecture on sexual harassment or explore mandatory online training for all staff. In addition, five of the participating universities invited the EOC to debrief their staff and/or students on the study's findings.

Meanwhile, the EOC continued its ongoing training effort for university students and staff. In 2018, the EOC provided 50 training sessions covering sexual harassment for over 2,540 academic and administrative staff members, as well as students of universities and tertiary institutions.

For the non-tertiary sector, the EOC provided 14 training sessions for over 1,230 principals and teachers of kindergartens, primary schools and secondary schools in 2018.





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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2018/19年度，平機會應一間機構要求提供顧問服務，受惠員工超過150人。

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，並提供平台予會員交流防止歧視的經驗。

在2018/19年度，接近200名人力資源從業員和僱主加入了該會，他們分別來自超過100間企業、政府部門、非政府組織、大學和中小型企業。會員定期收到平機會電子通訊，讓他們能夠緊貼平等機會的最新發展。

平等機會之友會於2018年12月14日為會員舉辦了名為「認識工作間具有家庭崗位員工的情況」研討會。主講嘉賓為精神科專科醫生麥永接。研討會重點講解有家庭崗位的僱員面對的精神健康問題，以及僱主可提供的相關實際遷就和便利，亦介紹了工作間家庭崗位歧視的最新情況，以及就預防措施提出建議。

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 2018/19, upon request, the EOC worked on one consultancy case for an organisation covering more than 150 employees.

Equal Opportunity Club

The EOC set up the Equal Opportunity (EO) Club in 2006 to reach out to employers, human resource practitioners, supervisors and trainers, who bear the responsibility of preventing discrimination in the workplace. Through the EO Club, the EOC aims to deepen members' understanding of the anti-discrimination ordinances, and create a platform for exchange on the experience of preventing discrimination.

In 2018/19, nearly 200 human resources practitioners and employers from over 100 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.

On 14 December 2018, a seminar entitled "Understand Issues of Staff with Family Status in the Workplace" was organised for the EO Club members. Featuring Dr Ivan MAK, Specialist Psychiatrist as the guest speaker, the seminar highlighted mental health issues confronting employees with family status and practical measures employers could adopt to accommodate their needs. The latest situation of family status discrimination in the workplace and recommendations on preventive measures were also introduced at the seminar.



少數族裔事務組

平機會一直致力推動本港少數族裔的平等機會。為消除少數族裔在教育、就業、獲取貨品、服務或設施，以及社區融合各方面所面對的障礙，平機會的少數族裔事務組於2018/19年度繼續採取三管齊下的策略，提出政策建議、提供培訓及進行外展工作。

教育

平機會繼續與政府聯繫，並邀請持份者參與解決少數族裔在教育方面的難題。2018年6月，平機會與教育局開會，商討可行解決方法。其後政府推展了平機會部分建議，例如為非華語學生編製教科書，以及規定學校在學校概覽網頁，以雙語介紹針對非華語學生的支援措施。

在過去一年，少數族裔事務組在少數族裔教育工作小組之下，安排多個不同持份者進行了超過25場交流會及訪問，以收集他們對少數族裔人士接受正規教育過程的意見。持份者包括少數族裔家長、非華語學生、教師、校長、僱主、語言專家及非政府組織代表。他們的主要關注事項包括：

- 教師在教授中文作為第二語言所接受的培訓不足；
- 第二語言教學的元素薄弱；
- 少數族裔學生高度集中於某些學校，阻礙了他們融入主流社會；以及
- 「中國語文課程第二語言學習架構」缺乏評估指標。

Ethnic Minorities Unit

The EOC is committed to promoting equal opportunities for ethnic minorities (EMs) in Hong Kong. To dismantle the barriers encountered by EMs in education, employment, accessing goods, services or facilities, and community integration, the EM Unit of the EOC continued to adopt a three-pronged approach encompassing policy recommendation, training and outreach in 2018/19.

Education

The EOC continued to liaise with the Government and engage stakeholders in addressing the difficulties faced by EMs in education. In June 2018, the EOC had a meeting with the Education Bureau to discuss possible measures. Some of the EOC's recommendations, such as developing textbooks for non-Chinese-speaking (NCS) students and requiring schools to provide bilingual information about support measures for NCS students on the school profile webpage, had since been taken forward by the Government.

During the year in review, the EM Unit organised over 25 sharing sessions and interviews with stakeholders under the Working Group on Education for EMs to collate feedback on the formal education process of EMs. Among the diverse range of stakeholders were EM parents, NCS students, teachers, principals, employers, language experts and NGO representatives. Their key concerns included:

- Insufficient training for teachers in teaching Chinese as a second language;
- Weak second language pedagogic elements;
- High concentration of EM students in some schools which impeded their integration into mainstream society; and
- Absence of measurement indicators for the Chinese Language Curriculum Second Language Learning Framework.



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少數族裔事務組會分析收集所得的意見，並會在2019年內發表報告。

The EM Unit would analyse the feedback collected and issue a report within 2019.



就業

平機會在促進少數族裔就業方面也取得進展。政府在《2018年施政報告》中，公布了進一步措施支援少數族裔就業，包括持續檢視公務員職系的中文語文能力要求，以及推行試點計劃，透過非政府組織以個案管理方式為少數族裔求職人士提供就業服務。

至於平機會方面，少數族裔事務組為醫院管理局提供支援，把醫院職位招聘資訊帶到少數族裔社群，例如促使局方與學校及非政府組織聯繫，向少數族裔學生及求職者介紹醫院的職位空缺及就業前景。少數族裔事務組亦與僱員再培訓局轄下的非政府組織培訓機構商討，如何為少數族裔人士制定培訓課程，協助他們投身院舍護理行業。

Employment

Progress was also made in the area of employment of EMs, with the Government announcing in the 2018 Policy Address further support measures, including: reviewing the Chinese Language Proficiency Requirement of civil service grades on an ongoing basis, and launching a pilot programme in conjunction with NGOs to provide employment services for EM job seekers through a case management approach.

At the EOC, the EM Unit provided support to the Hospital Authority on extending its recruitment reach to EM communities, such as by connecting the Authority with schools and NGOs to promote job vacancies and career prospects in the hospitals to EM students and job seekers. The EOC also discussed with NGO training bodies under the Employees Retraining Board ways to develop training programmes for EMs to join the residential healthcare sector.

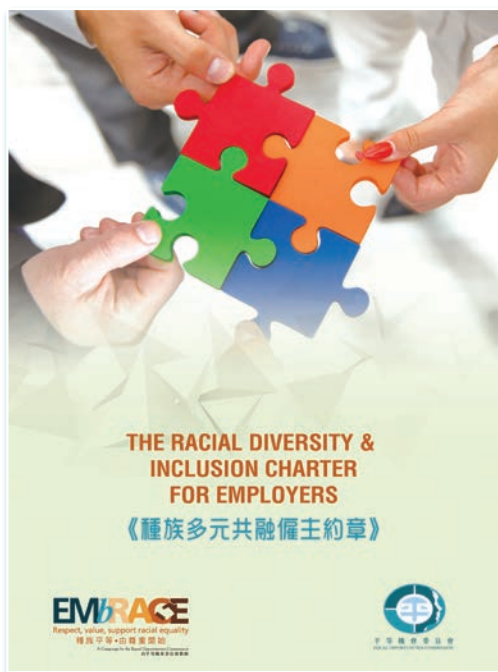


《種族多元共融僱主約章》

2018年8月，平機會推出《種族多元共融僱主約章》，這個首度引進的項目，旨在為僱主提供一套具有九項良好常規的指引，以鼓勵僱主建立種族共融的工作環境。獲邀簽署並採用約章的公私營界別機構包括：持有商業登記的機構、慈善機構、教育團體、醫療機構、商會及專業團體。約章簽署機構可在辦公室展示正式簽署的約章，以及在出版刊物、招聘廣告和其他機構刊物使用專用的種族多元共融標誌。

Racial Diversity and Inclusion Charter for Employers

In August 2018, the EOC launched the Racial Diversity and Inclusion Charter for Employers, an unprecedented initiative to incentivise employers to create a racially inclusive work environment based on a set of nine good practice guidelines. Organisations in both public and private sectors, including companies registered with business registration, charitable organisations, education establishments, medical institutions, chambers of commerce and professional bodies, were invited to sign and adopt the Charter. Signatories are entitled to display the official signed Charter in the office and use the dedicated Racial Diversity and Inclusion logo on their publications, job advertisements and other company collaterals.



EOC's New Racial Diversity and Inclusion Charter for Employers
A Win-win Situation for Employers and Employees

The first batch of eleven enterprises have pledged to establish a diverse and inclusive workplace by signing the Charter at the Inaugural Ceremony last Thursday (6 December 2018).

The Equal Opportunities Commission (EOC) has developed and launched the Racial Diversity and Inclusion Charter for Employers (Charter) earlier this year to provide guidance to employers who intend to build a diverse and inclusive workplace. It consists of a list of nine guidelines that cover broad areas, namely policy, culture and work environment. The EOC will act as an adviser to the participating companies to help with the formulation and implementation of the suggested good practices on racial diversity and inclusion. The EOC hopes that it will encourage businesses in adopting measures and recognise the racial diversity and inclusion commitment of the organisations.

Diversity also shown to improve the bottom line
"Many businesses now attach great importance to corporate social responsibility," said EOC Chairman Professor Albert CHAN Ching-ying at the Inaugural Ceremony. "They hope to help the ethnic minorities to get into the workforce and integrate into the society, and eliminate racial discrimination. Different cultural backgrounds of the employees can also bring a positive cultural change to the business and boost creativity and productivity, and eventually lead to a win-win situation for both employees and employers."

At the grand discussion, representatives of ASX Hong Kong and Holiday Inn Golden Elite looked into the challenges and benefits of promoting racial diversity and inclusion in the workplaces, while ethnic minority employees from Fairwood Holdings Limited shared their work experiences.

At present, 11 participating organisations which have signed the Charter, include (in alphabetical order):

Who is the Charter for?

- Companies registered with Business Registration (the business must be in operation in Hong Kong for at least 1 year)
- Charitable organisations
- Education establishments
- Medical institutions
- Chambers of commerce and professional bodies
- Other organisations considered appropriate by the EOC

What a Charter Signatory is entitled to?

- Identify oneself as a signatory of the Charter
- Use the dedicated Racial Diversity & Inclusion logo on their publications, job advertisements, etc.
- Display the official signed Charter in the office

Come and join us as a signatory of the Charter to build a diverse and inclusive workplace
Website: www.eoc.org.hk | Hotline: 2511-8211

ARUP 安國 CLP 中電 HSBC 匯豐 渣打銀行 德華銀行 渣打集團 渣打銀行



我們的工作 | Our Operation

2018年12月6日，平機會於香港總商會舉行啟動禮，共有11間機構參與，承諾支持在工作間推動種族多元共融的文化。配合啟動禮舉行，平機會透過不同途徑宣傳約章，例如安排報章及電台訪問。此外還安排傳媒到訪約章簽署機構，讓僱員及機構代表接受訪問，分享共融的好處。有關報道於2018年12月5日刊登，為約章及平機會帶來廣泛曝光。此外，平機會於2018年12月14日在《明報》及《香港經濟日報》刊登全版特刊，又在《南華早報》刊登半版廣告，重點宣傳約章。

An official inaugural ceremony was held on 6 December 2018 at the Hong Kong General Chamber of Commerce, with 11 organisations pledging their support for racial diversity and inclusion in the workplace. To tie in with the inaugural ceremony, the EOC made use of various channels to publicise the Charter, such as lining up both newspaper and radio interviews. Visits to the signatory companies were also arranged for the media, during which employees and representatives of the companies gave interviews about the benefits of inclusion and integration. The media stories, which were published on 5 December 2018, generated extensive coverage and exposure for the Charter and the EOC. In addition, the EOC ran full-page supplements in *Ming Pao Daily* and *Hong Kong Economic Times*, and a half-page advertisement in *South China Morning Post* on 14 December 2018 to drum up further interest in the Charter.





2019年3月29日，平機會於滙豐總行大廈舉辦另一場簽署儀式，再有34間機構簽署約章，使簽署機構總數達到45間。儀式上還有兩個專題討論環節，由少數族裔青年專業人士及部分約章簽署機構的高級行政人員分享推行種族多元共融工作間的好處。附錄3列載了截至2019年3月31日已簽署約章的機構。

On 29 March 2019, the EOC organised another signing ceremony at the HSBC Main Building, which saw 34 more organisations joining the Charter, bringing the total number to 45. Two panel discussions were also hosted during the occasion, featuring young EM professionals and senior executives who shared first-hand stories about why racial diversity and inclusion make business sense. Signatories of the Charter as at 31 March 2019 are listed in Appendix 3.



獲取貨品、服務及設施

礙於文化及語言障礙，少數族裔偶有未能平等獲取貨品、服務及設施。在2018/19年度，少數族裔事務組繼續為不同政府部門、機構及服務提供者的前線僱員提供培訓，講述如何應對有關問題。平機會在2018年內，一共舉辦了114場有關《種族歧視條例》及多元文化的培訓，其中69場的對象是主流社區人士，例如政府人員、教師及本地企業的僱員，另外45場則為少數族裔社群而設，包括外籍家庭傭工。

Access to Goods, Services & Facilities

Owing to cultural and language barriers, EMs may at times be unable to access goods, services and facilities on an equal basis with others. In 2018/19, the EM Unit continued to provide training to frontline staff of various Government departments, organisations and service providers on ways to alleviate the problem. Altogether 114 training sessions on the RDO and cultural diversity were conducted in 2018, with 69 for members of the mainstream community, such as Government officials, teachers and employers of local businesses, and 45 sessions for EM communities, including foreign domestic workers.



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有見少數族裔在獲取福利及醫療服務方面一直面對困難，加上從香港社會服務聯會所收集的事例個案，以及非政府組織於2018年10月在聯會舉辦的會議上所表達的意見皆反映有關情況，少數族裔事務組於2019年1月為社會福利署的前線人員提供培訓，集中講解消除少數族裔服務使用者的社會及語言障礙的重要性及應有步驟。

此外，少數族裔事務組與醫院管理局會面，跟進局方為少數族裔病人改善傳譯服務的進展，並且於2018年12月就全港市民換領身份證計劃為換證中心的前線職員及主管舉辦工作坊。

2018年7月，平機會得悉本地一間主要銀行終止了一群某族裔商人的賬戶。平機會遂安排銀行和有關少數族裔社群於2018年9月進行三方會面。經平機會介入後，銀行撤銷了部分個案的終止賬戶決定，並重新審視另外一些個案。此外，平機會為該銀行的零售業務部及工商業務部提供兩場培訓，講解少數族裔人士獲取公平及友善服務的權利。該銀行亦承諾把一些重要銀行資訊及政策翻譯成少數族裔語言，並會上載至互聯網。

現時各服務提供者的少數族裔語言傳譯服務大體上缺乏規範及統一標準，可能會因此影響傳譯服務的便利程度及質素，導致少數族裔未能獲取服務。在2018/19年度，平機會獲政府撥出研究資金，委託機構進行《為香港少數族裔語言傳譯員及筆譯員制訂資歷認證與規管制度的可行模式》研究，預期研究會於2019年年底完成。

With due consideration to the difficulties of EMs in securing welfare and medical services, as reflected in the example cases collected by Hong Kong Council of Social Service and the views expressed by NGOs at a meeting convened by the Council in October 2018, the EM Unit conducted training for frontline staff of the Social Welfare Department in January 2019. The training emphasised the importance of and essential steps for addressing the social and language barriers of EM service users.

In addition, the EM Unit followed up with the Hospital Authority on the progress in improving interpretation services for EM patients, and organised a workshop for staff and supervisors at the Replacement Centres of the Territory-wide Identity Card Replacement Exercise in December 2018.

In July 2018, the EOC was notified of a major bank's decision to terminate bank accounts owned by businessmen of a certain race. In response, the EOC lined up a tripartite meeting between the Commission, the bank and the EM community concerned in September 2018. As a result of the EOC's intervention, the decision was revoked in some cases, while others were brought forward for review by the bank. Furthermore, two training sessions on the rights of EMs to receive fair and friendly banking services were given to the retail and commercial banking sections of the bank. The bank also undertook to translate certain banking information and policies into EM languages for uploading onto the Internet.

Acknowledging the largely informal and non-standardised nature of the interpretation services in EM languages offered by different service operators, which may affect the availability and quality of the services and hence EMs' access to services, the EOC commissioned a "Study on Potential Models for Accreditation and Regulation of Interpreters and Translators in EM Languages in Hong Kong" in 2018/19 with research funding from the Government. The study is expected to be completed by end-2019.



社區融合

為接觸少數族裔社群，少數族裔事務組設立了若干平台，例如尼泊爾社群小組、巴基斯坦裔婦女小組、錫克教婦女小組以及推動種族平等共融青年諮詢小組。在2018/19年度，少數族裔事務組與該等小組定期舉行會議，聽取他們的關注，另外還參與了180次持份者會議和75次社區活動。



少數族裔事務組每一季均為印尼裔和菲律賓裔家庭傭工大使舉辦課程，提升她們的技巧和信心，以支援同鄉面對的歧視和騷擾問題。

在主流社群方面，少數族裔事務組繼續借助EMBRACE運動，透過Facebook及影片宣傳種族共融信息，同時亦透過前往企業舉辦「Lunch and Learn午間學堂」，宣揚工作間多元文化和接納不同種族僱員的信息。



Community Integration

The EM Unit has established a number of platforms for reaching out to EM communities, namely a Nepalese community group, a Pakistani women's group and a Sikh women's group, as well as a Youth Consultative Group on Racial Equality and Integration. During 2018/19, regular meetings were held with these groups to hear their concerns. The EM Unit also participated in 180 stakeholder meetings and 75 community events.



Separately, quarterly empowerment sessions were conducted to equip Indonesian and Filipino migrant worker ambassadors with the skills and confidence needed to combat the discrimination and harassment experienced by their peers.

For the mainstream community, the EM Unit continued to ride on the EMBRACE campaign featuring Facebook and video promotions to spread the message of racial integration. The EM Unit also reached out to corporations with a series of "Lunch and Learn" sharing sessions to promote cultural awareness and acceptance to their employees.





社會參與及宣傳

平機會於2018/19年度繼續借助傳統媒介、電子平台和針對不同社群的特定項目，宣揚平等機會的價值，教育社會大眾有關歧視的議題。

大眾媒體推廣及宣傳活動

「平等生活・開心共融」計劃

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。

平機會於2018年12月再度與香港電台第一台合作，推出「平等生活・開心共融」計劃。計劃的目的與2017/18年度的行動類似，旨在推廣傷健共融及提高大眾對《殘疾歧視條例》的認識，獲得全港22間復康機構及非政府組織支持。

Community Participation and Publicity

Leveraging a mix of traditional media, digital platforms and specific programmes targeting different community groups, the EOC continued to communicate the value of equal opportunities and educate the public on discrimination issues in 2018/19.

Mass Media Promotions & Publicity

Embracing Social Inclusion 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 equal employment opportunities and greater inclusion for persons with disabilities (PWDs) in society.

In December 2018, the EOC renewed its partnership with RTHK Radio 1 and rolled out the Embracing Social Inclusion Project. Similar to the campaign in 2017/18, this project aims to promote inclusion of PWDs and understanding of the Disability Discrimination Ordinance, with support from 22 rehabilitation organisations and NGOs across Hong Kong.





計劃為期一年，內容包括介紹便利殘疾人士日常生活的新科技、知識及錦囊的電台環節，以殘疾人士無障礙生活為題的廣播短劇，以及就傷健共融議題與社區夥伴進行專訪，分別於香港電台第一台《非常人物生活雜誌》、《開心日報》及《我得你都得》三個節目播出。此外，2019/20年度第三季會舉行公眾活動，進一步向社會大眾傳遞有關信息。

The one-year project featured radio segments introducing new technology, knowledge and tips that facilitate the daily life of PWDs, a drama series about accessible living of PWDs, and interviews with community partners on disability-related issues across three radio programmes on Radio 1, namely "Care for Disabled", "Happy Daily" and "Yes We Can". In addition, a public event would be organised in the third quarter of 2019/20 to further spread the message to members of the community.

平等機會多元共融行動

平機會於2018/19年繼續在香港電台第二台推出「平等機會多元共融行動」，這個於2006年首度推出的項目以訪問形式播出，邀請不同持份者團體討論平等機會及多元共融議題，每星期播放30分鐘。

Equal Opportunities Diversity Project

For another year, the EOC collaborated with RTHK Radio 2 on the Equal Opportunities Diversity Project, which was first introduced in 2006. The project took the format of weekly 30-minute interviews with different stakeholder groups on topics related to equal opportunities, diversity and inclusion.

在報告期內，平機會邀請了不同界別的學者、非政府組織代表及專業人士等，共進行了51個訪問，討論議題廣泛，包括兩性平等、母乳餵哺、懷孕歧視、工作與生活平衡，以至無障礙通道與設施、種族共融、預防性騷擾及長者友善就業措施等。

During the year in review, the EOC lined up 51 interviews with academics, NGO representatives and professionals from different fields. The topics ran the gamut from gender equality, breastfeeding, pregnancy discrimination and work-life balance to accessibility, racial inclusion, prevention of sexual harassment and elderly-friendly employment practices.





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另外，平機會於2018/19年度亦安排關於平等機會原則及消除歧視的宣傳環節在香港電台第二台全年播放。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。

平機會於2018年3月3日假九龍灣國際展貿中心E-max舉辦公眾活動，紀念每年3月21日的「國際消除種族歧視日」。活動吸引了約300名參加者，一起欣賞文化表演，並聽取少數族裔僱員分享工作經驗，以及共融工作間和聘用多元文化僱員的價值。

In addition, promotional segments were broadcast on RTHK Radio 2 throughout 2018/19 to promulgate the principles of equal opportunities and non-discrimination. These segments were also uploaded on the EOC and RTHK websites for easy access by members of the public.

On 3 March 2018, a public event was organised under the project at E-Max, Kowloonbay International Trade & Exhibition Centre, in honour of the International Day for the Elimination of Racial Discrimination (IDERD), which falls on 21 March every year. The event attracted some 300 participants, who enjoyed a host of cultural performances and heard from ethnic minority employees about their work experiences, and the value of an inclusive workplace and multicultural workforce.





電台及電視推廣

除了上述電台宣傳活動，平機會委員及管理層人員在年內亦為電台和電視進行了39個訪問，以探討有關歧視及平等機會的重要議題。

平機會繼續透過電視台及電台不同頻道播放有關服務提供者在提供服務期間受顧客性騷擾的宣傳片及聲帶，播放頻道包括無綫電視、無綫網絡電視、有線電視、Now寬頻電視、ViuTV和香港電台（數碼地面電視廣播）共六間本地電視台；以及香港電台、商業電台和新城電台共三間電台。公眾亦可於平機會的網站、YouTube頻道和智能手機應用程式收看和收聽有關宣傳片及聲帶。



平機會主席的報章專欄及專篇文章

平機會主席陳章明教授於2018/19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》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。

Radio & TV Promotions

Other than the above radio campaigns, the EOC lined up 39 radio and TV interviews during the year for Members and management of the EOC to shed light on important issues related to discrimination and equal opportunities.

The EOC's TV and radio APIs on sexual harassment of service providers by customers in the course of service provision continued to be broadcast on the channels of six local TV stations, including TVB, TVB Network Vision, Cable TV, Now Broadband TV, ViuTV and RTHK (Digital Terrestrial Television Broadcasting), as well as the channels of three radio stations, namely RTHK, Commercial Radio and Metro Broadcast. The APIs are also available for public access on the EOC's website, YouTube Channel and EOC Mobile Apps.



Newspaper Column and Op-ed Series by EOC Chairperson

In 2018/19, EOC Chairperson Prof 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.



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陳教授亦在《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。

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*.

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，透過上載資訊性及有趣短片，介紹平等機會及共融價值，加強平機會在網上的曝光。

年內，平機會YouTube頻道共增添38齣新短片，包括平等機會紀錄片、平機會公開活動的精華片段，如「國際消除種族歧視日」、《高仔與朋友們》講故事比賽及工作坊、平等共融亞太區會議等，另外還有「平等就業•豐盛生活」行動的短片，以及「共融i世代」多媒體創作比賽的入圍作品。自平機會推出YouTube頻道以來，截至2019年3月底已上載了331齣短片，總瀏覽次數超過470,000次。

其中新推出的紀錄片有《盛放的人生》，講述匡廣福慧妍雅集工場的一眾學員成功跨越智力障礙，透過花藝找到生活的樂趣和意義，發揮所長，故事令人鼓舞。

Social and Digital Media Promotions

YouTube Channel

The EOC YouTube Channel was launched in February 2008 to boost the Commission's online presence while releasing informative and entertaining videos about equal opportunities and inclusion.

During the year in review, 38 new videos were added to the EOC YouTube Channel, including documentaries on equal opportunities, highlights of EOC's public events, such as IDERD, "Tally & friends" Storytelling Competition & Workshops and Conference on Equality in the Asia Pacific, clips of the Employment Equality Project, as well as the shortlisted entries of the Generation "i" multimedia competition. Since the launch of the EOC YouTube Channel and up to the end of March 2019, a total of 331 videos had been uploaded, with over 470,000 views.

One of the newly released documentaries was *Let Their Talents Bloom*, an uplifting story showcasing the talents of trainees at Hong Chi Kwong Fuk Wai Yin Workshop, who overcame their intellectual disabilities and found joy and purpose through the art of floral arrangements.





另一齣紀錄片《共融的一步》則探討香港環境的無障礙程度，平機會邀請兩位殘疾藝術家分享他們在香港使用設施及通道時面對的障礙。該片亦記錄了平機會處理有關馬鞍山恆安村街市進出通道問題的個案，以帶出在社區提供無障礙設施及通道的重要性，尤其是香港正面對人口持續急劇老化的情況。

平機會根據其攝製的紀錄片製作了網上學習教材套供中學使用，特別針對通識科的學生。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。

In another documentary, *An Extra Mile*, the EOC explored the barrier-free environment in Hong Kong. Two artists with disabilities were invited to share the obstacles they faced in moving around the city. A case handled by the EOC concerning access to the market near Heng On Estate, Ma On Shan, was also documented to bring out the increasing importance of accessibility to the community, which is grappling with a rapidly ageing population.

Based on the documentaries, the EOC developed an online learning kit for secondary schools, targeting especially 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.

平機會網站

平機會網站 (www.eoc.org.hk) 是為公眾提供反歧視條例及平機會工作資訊的重要平台。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及獎項。2018/19年度，平機會網站錄得的點擊率超過1,500萬次，每月吸引訪客超過72,000人次。

EOC Website

The EOC's website (www.eoc.org.hk) remains an important platform for providing information about the anti-discrimination ordinances and the EOC's initiatives to the public. Fully bilingual (Chinese and English) and accessible to people with different needs, the website has been recognised by various web accessibility schemes and awards through the years. In 2018/19, the website recorded a total hit rate of over 15 million and attracted over 72,000 visitors a month.





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為提升使用者體驗，平機會於2018/19年度更新了網站主頁的設計，加大圖像，新增自動下拉式功能列表和展示整個網站架構的網站地圖。新設計還把大量現有資料重組，歸入「關於委員會」、「反歧視法例」、「查詢及投訴」、「法律服務」、「政策、研究及培訓」、「宣傳及教育」及「刊物」七個清晰易明的標題。

網上廣告宣傳

為了善用網上媒體的廣泛接觸層面及滲透度，平機會於2019年3月至6月在雅虎香港網頁及無線電視開發的MyTV Super應用程式/網站兩個受歡迎的網頁/應用程式，推出網上廣告宣傳。雅虎的首頁及MyTV Super應用程式/網頁展示了四個橫幅廣告及三段宣傳片，推廣《種族多元共融僱主約章》、「平等生活・開心共融」計劃的問答遊戲，以及消除性騷擾和懷孕歧視的信息。

In order to enhance user experience, the EOC revamped the homepage of the website in 2018/19, bringing in larger visuals, auto drop-down menus and a sitemap showing all areas of the EOC website at a glance. The wealth of information available was also reorganised under seven simple, self-explanatory headings, namely "About the EOC", "Discrimination Laws", "Enquiries & Complaints", "Legal Services", "Policy, Research & Training", "Publicity & Education" and "Publications".

Online Advertising Campaign

To harness the reach and penetration of online media, the EOC launched an online advertising campaign on two popular webpages/app, namely the Yahoo! Hong Kong webpage and MyTV Super app/website developed by TVB, between March and June 2019. Four banner advertisements and three Announcements of Public Interest (API) were placed on Yahoo! homepage and MyTV Super app/webpage to promote the Racial Diversity and Inclusion Charter For Employers, the quiz game of the "Embracing Social Inclusion Project", as well as messages of eliminating sexual harassment and pregnancy discrimination.



The Racial Diversity & Inclusion Charter for Employers
《種族多元共融僱主約章》
Please Join 歡迎加入
平等機會委員會
EQUAL OPPORTUNITIES COMMISSION



教育年輕一代

學校戲劇表演

平機會繼續與三個本地劇團（大細路劇團、森林聯盟及街坊小子木偶劇場）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2018/19年度，這些劇團為近66,200名學生進行共372場演出。幾乎全部學校對話劇都給予「好」或「非常好」的評價。



《高仔與朋友們》講故事比賽及工作坊

平機會於2017年10月推出兒童故事書系列《高仔與朋友們》。這一套三冊的故事書由平機會與香港理工大學設計學院合作出版，並由該學院的學生負責繪畫插圖，旨在向兒童灌輸平等及多元共融的價值觀。

平機會於2018/19年度以《高仔與朋友們》為藍本，舉辦講故事比賽和一系列工作坊。康樂及文化事務署（康文署）轄下的香港公共圖書館為是次活動的協辦機構，親子王國則為媒體夥伴，而Books & Beyond Reading Club、安徒生會、路德會啟聾學校及聖雅各福群會均為支持機構。

Educating the Younger Generation

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 themes at schools. In 2018/19, a total of 372 performances were staged for close to 66,200 students. Almost all of the schools expressed that the plays were “good” or “very good” in the feedback survey.



“Tally & friends” Storytelling Competition and Workshops

The EOC launched the children book series *Tally & friends* in October 2017. Published in collaboration with the School of Design of The Hong Kong Polytechnic University and illustrated by a talented team of student designers from the School, the three-part storybook series was designed to instil in children values of equality, diversity and inclusion.

In 2018/19, the EOC organised a storytelling competition and a series of workshops based on *Tally & friends*, with Hong Kong Public Libraries of Leisure and Cultural Services Department (LCSD) as the co-organiser, Baby Kingdom as a media partner, and Books & Beyond Reading Club, Hans Andersen Club, Lutheran School for the Deaf and St James' Settlement as supporting organisations.



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工作坊和比賽分別吸引了超過200名和150名參加者，參賽者更來自不同背景，其中少數族裔小孩佔16%。

Altogether over 200 applications and 150 entries were received for the workshops and the competition respectively. Notably, the contestants came from diverse backgrounds, with 16% being ethnic minority children.



比賽分為五個組別，包括幼兒組、初小組、高小組、合作組和手語組，參賽者需演繹其中一冊故事，或利用書中的高仔及/或其他角色創作全新故事。入圍者於2018年11月10日齊集香港中央圖書館演講廳進行決賽。決賽後隨即舉行頒獎禮，向勝出者頒發獎盃及獎狀。

The competition was divided into five categories, namely Pre-School, Lower Primary, Upper Primary, Team and Sign Language. Participants were required to tell either a story from the series or a newly created story featuring Tally and/or other characters from the book. On 10 November 2018, shortlisted contestants gathered at the Lecture Theatre, Hong Kong Central Library to compete at the finals. An award ceremony was held right after the competition to present the trophies and certificates to the winners.



《高仔與朋友們》
網頁
(中文版)



"Tally & friends"
webpage
(English version)



此外，平機會製作了以《高仔與朋友們》為題的書籤貼紙和小帆布袋，派發予講故事工作坊及比賽的參加者。

透過與康文署轄下的香港公共圖書館合作，平機會向圖書館捐贈了《高仔與朋友們》故事書，現時港九新界已有38間公共圖書館存放《高仔與朋友們》，供公眾借閱。

Separately, the EOC produced bookmark stickers and small-sized tote bags themed on *Tally & friends*, which were distributed to participants in the storytelling workshops and the competition.

Working with Hong Kong Public Libraries of LCSD, the EOC donated copies of *Tally & friends* to their collection. The storybook series is now available at 38 public libraries across Hong Kong Island, Kowloon and the New Territories for borrowing and viewing by the public.

無定型新人類及共融i世代計劃

平機會於2002年推出「無定型新人類」計劃，以導師分享的形式，協助青少年克服學業及事業路上遇到的定型障礙。2018年6月，平機會邀請首位征服珠穆朗瑪峰的香港女性曾燕紅女士擔任計劃的導師。曾女士向500多名中學生講述她在登頂過程中驚心動魄的經歷。她分享了當中的困難及挑戰，包括多年的嚴格訓練、攻頂失敗的經驗、雪崩和地震的死亡威脅，以及隊友的不幸喪生。然而，她憑着堅毅意志及努力，克服了重重挑戰，成功征服珠峰。

Youth Challenge & Generation “i” Programmes

The EOC launched the Youth Challenge Programme (formerly “Career Challenge”) in 2002. Adopting the format of mentors’ sharing, the programme aimed to help the younger generation overcome stereotypes in pursuing their studies and careers. In June 2018, the EOC invited Ms Ada TSANG Yin-hung, the first Hong Kong woman to conquer Mount Everest, as the mentor. Speaking to some 500 secondary school students, Ms Tsang recounted her heart-stopping experience in reaching the summit. She opened up about the hardships and challenges along the way, including years of rigorous training, failed attempts, life-threatening avalanches and earthquakes, as well as the tragic loss of a close companion. Yet with determination and hard work, she surmounted them all and conquered Mount Everest.





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2018/19學年，平機會與香港青年協會M21合作推出全新模式的青少年計劃。計劃改稱為「共融i世代」，當中「i」代表「inclusion」，正是「共融」的意思。計劃的目的是鼓勵香港年輕人表達對平等的看法和盼望。

在計劃下，平機會推出多媒體比賽，設有「漫畫組」及「短片組」，對象為全港中學生，他們可透過創作漫畫及製作短片，分享對多元共融、互相尊重的看法。此外，他們亦可報名參加於2018年11月舉辦的工作坊，由著名插畫師芝麻羔講解漫畫創作，以及由香港電影金像獎最佳導演歐文傑講解短片製作，費用全免。從參加者填交的問卷調查顯示，超過90%參加者喜歡培訓工作坊，並表示日後會參加同類活動。

In the 2018/19 school year, the EOC adopted a new format for the youth programme through collaboration with M21 of the Hong Kong Federation of Youth Groups. Renamed as Generation "i", with "i" meaning inclusion, the programme was designed to encourage young people in Hong Kong to voice out their views and hopes relating to equality.

A multimedia competition comprising the "Comics" and "Short Video" divisions was organised under the programme. All secondary school students across Hong Kong were invited to share their views of diversity, inclusion and mutual respect through the comic strips and short videos they created. In addition, they could enrol on free workshops on comics drawing and video production conducted by famous illustrator Dreamergo and Best Film Director in Hong Kong Film Awards Jevons AU respectively in November 2018. Feedback collected from the participating students showed that over 90% of them enjoyed the training workshops and said they would join similar activities in the future.





比賽的評判團由平機會委員、專業藝術工作者及電影導演組成，於2019年2月為所有入圍作品評分及評審。公眾亦可在網上瀏覽入圍作品及投票，獲得最多「讚好」的作品可贏得「Facebook最讚大獎」。頒獎禮於2019年3月3日在「國際消除種族歧視日」的公眾活動舉行。所有得獎作品已上載至比賽的網頁，供公眾瀏覽。

除了籌辦比賽，平機會繼續透過「無定型新人類」的Facebook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，保持與參與者的網上對話，並吸引更多年輕人參與計劃。平機會亦為「共融i世代」另設Facebook專頁。

In February 2019, all shortlisted entries were passed to a judging panel comprising EOC Members and professional artists and film directors for scoring and judging. The shortlisted entries were also available online for public voting. The entry that received the greatest number of “likes” won the “Most Popular Entry on Facebook” award. The award presentation ceremony took place during the public event of IDERD on 3 March 2019. All winning entries were uploaded onto the competition webpage for public viewing.

In parallel with the programme, the EOC maintained a Facebook page for Youth Challenge mentees, with videos, news and community events related to equal opportunities uploaded regularly to sustain the conversation online and attract more young people to join the programme. A Facebook page was also created for the Generation “i” programme.





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港幣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。

年內，平機會繼續協助宣傳計劃的不同活動，例如於2018年8月18日至19日假香港文化中心上演的青年劇展《小紅帽勇闖魔幻森林》。平機會亦為該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」和「平等就業・豐盛生活」行動的公眾活動，以及反歧視工作坊。

Jockey Club Equal Opportunities Drama Project

The EOC was 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 was 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 included 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, such as the Youth Theatre Showcase *Adventures in Magic Forest* at Hong Kong Cultural Centre on 18-19 August 2018. The EOC also arranged for the Youth Drama Ambassadors recruited under the project to take part in EOC's events, including the IDERD and Employment Equality Project public events and anti-discrimination workshops.





接觸市民大眾

刊物及其他通訊資料

在2018/19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。當中包括《平等點•線•面》期刊，這本半年期刊以多角度深入探討平等議題，隨《經濟日報》向市民派發，並送予政府部門、立法會、區議會及非政府組織等主要持份者。平機會亦定期向約8,000名持份者發出《平機會電子通訊》，發放有關平機會工作、平等機會新聞，以及社區組織相關活動的最新消息。



創智營商博覽

為向企業宣傳共融工作間的好處，平機會再次在香港貿易發展局主辦的「創智營商博覽」擺設攤位。是次博覽於2018年12月5日至7日假香港會議展覽中心舉行。

Reaching out to the General Public

Publications and Other Communication Materials

In 2018/19, the EOC produced a series of publications and communication materials for stakeholders and members of the public. These included *Equality Perspectives*, a half-yearly journal that dissects issues relating to equal opportunities from different angles. The journal was distributed as an insertion in the newspaper *Hong Kong Economic Times*, as well as to major stakeholders, including Government departments, legislative and district councillors, and NGOs. The EOC also sent out its e-newsletter, *News from the EOC* regularly, informing around 8,000 subscribers of the EOC's latest work, positions on topical issues about discrimination, as well as related events organised by community organisations.

SmartBiz Expo

To promote understanding of the advantages of fostering an inclusive workplace to enterprises, the EOC participated once again in Hong Kong Trade Development Council's SmartBiz Expo, which was held from 5 to 7 December 2018 at Hong Kong Convention and Exhibition Centre.



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為期三日的博覽會期間，平機會宣傳「平等機會・勞資雙贏」及「平等機會工作間，僱主僱員均有責」的信息。平機會向入場人士派發超過4,300份刊物，並送出逾2,900份紀念品。參加者對平機會的反應正面，超過96%的問卷調查受訪者給予平機會攤位「非常好」或「好」的評價，並有受訪者讚賞攤位的設計美觀、員工積極介紹。

The EOC promoted the messages of “Want a win-win employment relationship? An equal opportunities workplace can help you” and “An equal opportunity workplace relies on the joint efforts of employers and employees” during the three-day Expo. Over 4,300 promotional publications and 2,900 souvenirs were distributed to Expo visitors. The EOC collected positive feedback from the attendees, with over 96% of the questionnaire respondents giving the EOC booth a “very good” or “good” rating, along with compliments received on the booth’s design, as well as the helpfulness of EOC staff members.

平等機會社會參與資助計劃

2018/19年度，平機會繼續與不同社區團體、學術機構及非政府組織建立聯繫。透過「平等機會社會參與資助計劃」，平機會運用社區夥伴的廣闊網絡加強公眾教育的接觸層面。平機會於2018/19年度共資助了33個項目，資助總額高達港幣1,213,956元。獲資助機構都致力捍衛反歧視法例下受保障群體的權益。

Community Participation Funding Programme

The EOC continued to build rapport with various community groups, academia and NGOs in 2018/19. Through the Community Participation Funding Programme, the EOC leverages an extensive network of community partners to maximise the reach of its public education effort. In 2018/19, subsidies totalling HK\$1,213,956 were granted to 33 projects under the programme. The funded parties all worked towards safeguarding or advancing the rights of groups who are protected by the four anti-discrimination ordinances in place.

平機會亦支持其他機構舉辦宣揚反歧視信息的活動。平機會於2018/19年度支持了29個在香港舉辦的項目及活動。例如，平機會於2018年7月為婦女基金會「突破T.E.E.N.才計劃」的青年參加者舉辦講座，並透過平機會的途徑協助宣傳社區組織舉辦的不同活動。

The EOC also rendered support for initiatives by organisations to promote anti-discrimination messages. In 2018/19, the EOC supported 29 projects and initiatives across the city. For instance, the EOC hosted a talk for youth participants of The Women Foundation’s T.E.E.N. Programme in July 2018, and helped promote various events by community organisations through the EOC’s channels.

