

## 我們的抱負 Our Vision

建設一個沒有歧視、崇尚多元、包容共濟的社會，人人共享平等機會。

To create a pluralistic and inclusive society free of discrimination where there is no barrier to equal opportunities.

## 我們的使命 Our Mission

為實踐抱負，我們會：

- 與社會各界建立夥伴關係；
- 促進社會人士對平等機會和多元化的關注、認識和接納，進行教育，以預防歧視；
- 執行反歧視條例；及
- 為歧視的受屈者提供途徑，討回公道。

We seek to achieve our vision by :

- establishing partnerships with all sectors in the community;
- promoting awareness, understanding and acceptance of diversity and equal opportunities and providing education to prevent discrimination;
- enforcing compliance with provisions in the anti-discrimination legislation; and
- providing access to redress for discrimination.



# 主席序言 Chairperson's Foreword

加入平等機會委員會(平機會)至今已經五個年頭。作為主席，這是最後一次匯報平機會的工作。我希望藉此機會對各委員和職員多年來所作的貢獻和努力，表達衷心謝意。回首過往五年的反歧視工作，我們群策群力，矢志執行推廣平等機會的職責，當中的經歷對我深具意義。

## 打擊歧視的另一個里程碑

香港在2008/09年邁進了另一個消除歧視的里程碑。我最初加入平機會的時候，政府正準備立法禁止香港的種族歧視。在我離開平機會之時，《種族歧視條例》已經全面實施。《種族歧視條例》及其僱傭實務守則已於2009年7月10日生效。

目前，少數族裔約佔香港人口的5%，語言、背景和習俗上的差異，為他們的日常生活帶來種種挑戰。《種族歧視條例》為社會帶來了一個契機，為所有族裔人士提供免受種族歧視、騷擾及中傷的保障，讓所有人攜手同心，締造一個具有多元文化、每個人的種族特色與傳承都得到尊重的社會。



Five years have gone by since I joined the Equal Opportunities Commission (EOC) and this is the last time I will be reporting as its Chairperson. I wish to thank the Members and staff of the Commission for their contribution and hard work. The past five years have been a fulfilling journey for me as we engaged in discharging our duties of promoting equal opportunities.

## Another Milestone in Fighting against Discrimination

Hong Kong reached yet another milestone in fighting against discrimination in 2008/09. When I joined the EOC, the Government was preparing to legislate against race discrimination in Hong Kong. I leave the EOC with the Race Discrimination Ordinance (RDO) fully in operation. The RDO and its Code of Practice (CoP) on Employment became effective on 10 July 2009.

Currently, ethnic minorities constitute about 5% of Hong Kong's population. Differences in language, background and customs create challenges for them in their everyday life. By providing protection to people from all ethnic groups against racial discrimination, harassment and vilification, the RDO offers an opportunity for our community to come together to establish a multi-cultural society where people's racial characteristics and heritage are respected.





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隨着《種族歧視條例》的通過，平機會現時負責執行四條反歧視條例——包括《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》。

### 實務守則

根據我們執行首三條反歧視條例的經驗，投訴大部份都是和僱傭範疇有關的。因此，為了加深僱主和僱員對《種族歧視條例》的瞭解，我們擬備了《種族歧視條例》僱傭實務守則草擬本進行諮詢。實務守則就防止工作間的種族歧視和騷擾及促進種族平等和諧提供實用指引，當中已審慎考慮了諮詢期內收到的看法和意見。完成修訂的實務守則以中、英文出版，並翻譯成六種少數族裔語言，包括印尼語、印度語、尼泊爾語、菲律賓語、泰語和巴基斯坦語。

### 有關種族接納的住戶統計調查

與此同時，為作好準備去迎接執行《種族歧視條例》帶來的挑戰，我們委託調查機構進行了一項有關種族接納的主題性住戶統計調查，以量度公眾在不同範疇的種族接納程度，包括就業；教育；貨品、服務及設施的提供；及處所的處置等範疇。這項調查於2008年6月至8月進行，探討市民對其他種族群體的態度與他們接觸其他族裔的經驗之間的關係。調查結果已於2009年6月公布。我們預算

With the passage of the RDO, the EOC is now responsible for implementing four anti-discrimination ordinances – Sex Discrimination Ordinance (SDO), Disability Discrimination Ordinance (DDO), Family Status Discrimination Ordinance (FSDO) and the RDO.

### Code of Practice

Our experience from implementing the first three ordinances shows that majority of the complaints have been related to employment. Therefore, to enhance understanding of the RDO among employers and employees, we prepared a draft CoP on Employment under the RDO for consultation. The CoP, which gives practical guidance on preventing discrimination and harassment on the ground of race and promoting racial equality and harmony at workplace, was prepared after extensive consultation. It has been published in Chinese and English and translated into six minority languages namely Bahasa Indonesian, Hindi, Nepali, Tagalog, Thai and Urdu.

### Household Survey on Racial Acceptance

Meanwhile, to prepare ourselves for the challenges of implementing the RDO, we commissioned a Thematic Household Survey on Racial Acceptance to gauge the public's acceptance of people of different races under different areas of life including employment; education; provision of goods, services and facilities; and disposal of premises. The survey, conducted during June to August 2008, also examined the relationships between people's attitudes towards other ethnic groups and their experience of interaction. The findings of the survey were announced in June 2009. We aim to use the findings of this survey in planning our future programmes targeting racial equality and harmony.



採用此調查結果來計劃未來有關種族平等與和諧的公眾教育活動。

## 反歧視條例扭轉不平局面

於2008年4月公布的「平等機會意識公眾意見調查」的結果顯示，受訪者普遍對平機會的工作表現持正面態度。調查結果顯示，96%的受訪者個人認為平等機會是非常重要的或頗重要的。受訪者有此想法的主要原因是他們相信平等機會能為個人討回公道(77%)、有助提升香港的形象(58%)、有助個人發展(50%)和有利香港經濟發展(49%)。

### 處理歧視個案

我們相信，大眾對平機會及其工作的認識已顯著增加——這點由平機會過去五年來收到的投訴數目顯著上升足以證明。對比2004年的595宗投訴，去年的投訴數目為817宗。在2008年的總投訴中，有56%是關乎《殘疾歧視條例》，當中大部份與僱傭範疇有關。

每當收到投訴，我們會盡力透過調解來達致和解。調解是一個讓雙方可以磋商及探討如何解決糾紛的程序。有時，調解並不成功，在此情況下，投訴人可以選擇向平機會申請法律協助。

## Making a Difference

The findings of the Survey on Public Awareness on Equal Opportunities released in April 2008 revealed positive response towards the EOC's performance in general. It found that 96% of the respondents personally considered equal opportunities very important or quite important. The reasons for their attaching importance to the issue were mainly because they believed it could ensure justice for individuals (77%), it would help promote Hong Kong's image (58%), it would help individual's personal development (50%) and it was beneficial to Hong Kong's economic development (49%).

### Handling Discrimination Cases

We believe there has been a significant increase in the level of awareness among people about the EOC and its work — a fact also corroborated by the significant increase in the number of complaints received by us in the past five years. While there were 595 complaints in 2004, the number of complaints were 817 last year. Of the total complaints received in 2008, 56% were under the DDO of which majority were related to employment.

Whenever we receive complaints, we try our best to settle a dispute through conciliation, a process in which the two parties are brought together to negotiate and explore ways to resolve the dispute. At times the conciliation effort fails, in which case the complainant can apply to the EOC for legal assistance.





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### 確立先例

我們希望藉着平機會的工作推動變革、改善常規及為受屈一方討回公道，這些努力已見成果。一些獲得平機會法律協助的個案，其裁決成為了法庭先例，說明甚麼情況構成歧視。例如在2006年3月的一宗懷孕歧視個案中原訴人在產假完結復工後被解僱，法庭裁定給予她\$544,156元的賠償；在另一宗個案中，法庭於2008年5月判給一名因患有腎病和心臟病而被解僱的司機\$98,500元，作為其收入損失及感情損害的賠償。

賠償的金額尚屬次要，更重要的是向僱主發出強而有力的訊息，提醒他們解僱懷孕或生病的僱員屬於違法，令他們明白需要採取切實的步驟為這些僱員提供遷就。此外，經過我們的努力，某些服務及設施的方便程度已有所改善。例如一些銀行在我們把輪椅使用者的困難知會他們之後，就把自動打簿機設於方便殘疾人士使用的位置上。

類似以上的個案可促使僱主及服務提供者避免對其僱員或顧客作出歧視，並推動他們採納良好的措施。多年來，我們確實幫助了很多入透過調解及法律協助去討回公道。平機會自從1996年成立以來，共處理了約160,000宗查詢及約10,000宗投訴，都是關乎平等機會的問題。至目前為止，我們透過調解為遭受性別、殘疾及家庭崗位歧視的受害者取得

### Setting Precedents

Through our work, we aim to change systems, improve practices and provide redress to the aggrieved party, and we believe we have succeeded in our endeavours. The judgments on cases supported by us through our legal assistance have set precedents regarding what constitutes discrimination, such as the case where the Court awarded a woman \$544,156 in a pregnancy discrimination case in March 2006. The woman was dismissed from her position upon returning to work from her maternity leave. In another instance the court awarded a driver, who was dismissed from his employment for having renal and heart diseases, \$98,500 in May 2008 as a compensation for loss of income and injuries to feelings.

Amount of compensation is of lesser significance when compared to the clear and important message for employers that dismissing a pregnant or sick employee is unlawful and practical steps need to be taken to accommodate such employees. Our efforts have also led to improved services and accessible facilities. For instance, some banks have moved their passbook update machines to accessible areas after the EOC informed them about difficulties experienced by wheelchair users.

Cases like these deter employers and service providers from discriminating against their employees or clients and motivate them to adopt good practices. We have indeed helped many people to obtain redress for their cases through conciliation and legal assistance over the years. The EOC has handled about 160,000 enquiries and around 10,000 complaints on matters related to equal opportunities since its inception in 1996. To date we have managed to secure monetary compensation



合共3,200萬元賠償；另外亦透過法律協助取得2,500萬元賠償(包括法庭判予受害者的賠償及庭外和解)。

### 協助市民運用法律程序

在2008/09年度，我們需要處理49宗法律協助的申請及一項覆核要求，平機會對當中的16宗個案給予協助。在這段期間，我們亦處理了五宗法庭個案，及開展了六項法律程序。有跡象顯示，上述申請有上升趨勢，有更多的個案將需處理。

有關歧視個案的法律程序現時是由區域法院根據適用於其他民事個案的訴訟規則審理，其性質較為正規，亦著重訴訟的程序性。申索人若由法律代表開展及進行歧視個案的訴訟，便可能要承受可觀的法律開支，這情況可能會窒礙市民使用裁判制度。因此，我們根據反歧視法例作出申索的裁判程序及機制展開了檢討，當中考慮了我們的運作經驗、相關的海外做法和香港其他專門審裁處的運作模式。

在2009年4月，我們向政府建議設立一個平等機會審裁處。這是一個擁有本身法定權限及法例框架的獨立司法機關，以方便公眾就涉及歧視個案向法院申訴，令有關程序更方便及較少形式上的規範。

of \$32 million through conciliation and an additional amount of \$25 million through legal assistance, including damages awarded by the court and out of court settlements for the victims of discrimination on the grounds of sex, disability and family status.

### Enhancing Access to the Legal System

During 2008/09, we dealt with 49 applications for legal assistance and one request for review, and the EOC granted assistance in 16 of them. We also handled five court cases and commenced legal proceedings in six cases in the same period. There are indications that this is a rising trend and more cases are in the pipeline.

Legal proceedings in discrimination cases are currently dealt with in the District Court under the same litigation rules as for other civil cases, which are formal and technical in nature. Claimants may incur substantial legal costs to commence and conduct discrimination cases with legal representation and this may impede access to the adjudication system. Therefore, we commenced the review of procedures and mechanisms for adjudication of claims under anti-discrimination legislation by taking into account our operating experience, relevant overseas practice and the practice of other specialised tribunals in Hong Kong.

In April 2009, we made recommendations to the Government to establish an Equal Opportunities Tribunal (EOT), as a new judicial organ in its own right with its own statutory framework to enhance access to the adjudication system in discrimination cases and to make it more user-friendly and less formal.





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### 提倡殘疾人士的權利

我們明白到，儘管《殘疾歧視條例》已經生效超過十年，但本港的殘疾人士仍然面對各種障礙。我們一直設法改善殘疾人士的情況，以幫助他們全面融入社會，我們亦不斷鼓勵政府採納「殘疾友善」的政策。

因此，我們歡迎《殘疾人權利國際公約》於2008年8月31日起於中國生效後，同時適用於香港特別行政區。我們欣然見到，在處理殘疾問題方面，公約帶來了思維上的重要轉變，把過往以慈善為本的態度轉變成以權利為本的模式。在公約於2006年12月獲通過後，我們立時促請締約國早日予以批准。平機會也曾於公約草擬階段提出不少意見，並決心履行我們在公約之下的責任。

為了實現公約的願景，我們必須消除歧視和偏見，並且正視殘疾人士所遭遇到的不平等情況。我們一方面促請政府在政策層面把殘疾人士的需要納入主流，另一方面我們亦會繼續推行公眾教育活動、研究和培訓，以提高市民對有關課題的認識，並且打破定型觀念和他們面對的障礙，致力推廣公約的宗旨和原則。

### Championing Disability Rights

We realise that people with disabilities still face barriers and discrimination in Hong Kong even though the DDO has been in operation for more than a decade. We are always looking for ways to improve the situation of people with disabilities to enable their full integration into society and have continuously encouraged the Government to adopt disability-friendly policies.

In this regard, we welcome the application of the UN Convention on the Rights of Persons with Disabilities to the Hong Kong Special Administrative Region (HKSAR) following the Convention coming into force in China on 31 August 2008. We support the important paradigm shift the Convention has made in dealing with disability issues from the charity-based approach to that of rights-based approach. We had urged the Member States for the early ratification of the Convention immediately after its adoption in December 2006. We are committed to fulfilling our obligation under this Convention for which we also contributed during the drafting stage.

To transform the vision of the Convention into reality we must eliminate discrimination and prejudice, and address the inequalities experienced by people with disabilities. While we urge the Government to mainstream the needs of people with disabilities at the policy level, we will continue our public education campaigns, research and training to raise awareness about the issue and break stereotypes and barriers faced by them to promote the objectives and principles of the Convention.

### 巡查處所通道

我們一直與公私營界別及我們的社區夥伴合作，處理殘疾人士在僱傭及教育；處所通道；獲得貨品、服務及設施方面所遇到的基本人權問題。關乎通道及貨品、服務及設施的投訴，約佔平機會所收到有關《殘疾歧視條例》的投訴的13%。基於此原因，我們於2007年7月開展了一項「在某些公眾可進出的處所進行的無障礙通道/設施正式調查」，調查涵蓋香港房屋委員會、香港房屋協會、領匯管理有限公司和政府所擁有、興建或管理的物業或設施的通道及使用情況。整體調查報告預定於2009/10年度公布。

### 支持公共交通票價優惠計劃

平機會歡迎香港鐵路有限公司(港鐵公司)公布為殘疾人士提供半價優惠，因為我們一向大力支持為殘疾人士爭取公共交通票價優惠。為落實票價優惠而所需的法例修訂經已完成，港鐵的優惠亦因此能順利生效。

### 提倡兩性平等

我們高度關注近年女性被描繪成性對象或依賴者的趨勢。我們不希望女性受困於這種定型看法，我們認為應教導年青女性要對自己有信心，不論男孩或女孩都應該培養適當的性別認知，這將是一個漫長的教育過程。改

### Investigating Access to Premises

We have been continuously working together with the public and private sectors, and our community partners in addressing the basic human rights issues faced by people with disabilities in employment and education sector and while accessing premises, and goods, facilities and services. Accessibility-related complaints constitute about 13% of the total complaints lodged under the DDO at the EOC. For that reason we launched a Formal Investigation on Accessibility in Certain Publicly Accessible Premises in July 2007. The investigation focused on the means of access to or use of property and facilities owned, built or managed by the Hong Kong Housing Authority, the Hong Kong Housing Society, the Link Management Ltd and the HKSAR Government. The full investigation report is slated to be released in 2009/10.

### Supporting Public Transport Concessionary Fares Scheme

We also welcome the Mass Transit Railway (MTR) Corporation's announcement of half fares for people with disabilities as we have been staunchly supporting the campaign for the provision of concessionary public transport fares to people with disabilities. To bring the concessionary fares scheme into effect, amendment to DDO is required and we are pleased to note that the law amendment has been made, and the MTR scheme can now proceed.

### Advocating Gender Equality

We have been highly alarmed by the recent trend of portraying women as sexual objects or as dependents. We do not want





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變社會對女性的思維及認知，以及避免年青人產生性別定型觀念，會是平機會另一個重要的工作範疇。

### 有關描述女性的手法的意見調查

為瞭解這方面的趨勢，我們進行了一項「公眾對香港傳媒描述女性的手法的意見調查」，於2008年10月公布的調查結果顯示現時的傳媒手法與公眾對這種描述女性的手法的接受程度存在失衡。調查發現，年青一代最受文字印刷媒體影響，而廣告、雜誌封面和報章則加強了把女性視為性對象的性別定型觀念，導致他們對性持開放態度，並相信女性的價值由其外表決定。

為跟進上述調查，我們聯同婦女事務委員會在2009年4月舉辦了一個名為「兩性平等與尊重：傳媒與社會文化，何去何從？」的研討會，與各界人士探討如何在不阻礙言論自由和新聞自由的原則下，抗衡現今香港媒體描述女性的手法所造成的負面影響。研討會得到公民教育委員會的支持，講者來自不同界別，他們在性別研究、傳媒或社會工作的專業範疇上各具經驗。我們已將研討會的精華短片上載至平機會的網站。

women to be trapped into this stereotype. Young girls should be taught to have confidence in themselves and both boys and girls should develop proper gender awareness. This would mean a long educational process. Changing paradigms and social perception of the female gender and discouraging gender stereotyping among youngsters would be another big area of our work.

### Survey on Portrayal of Female Gender

To understand this trend, we launched a survey on the Public Perception of the Portrayal of Female Gender in the Hong Kong Media. The findings which were announced in October 2008, found that there was an imbalance between the current media practice and the public's acceptance of such portrayal. It was found that the young generation was most affected by print media and the advertisements, magazine covers and newspapers reinforced gender stereotypes of women as sex objects, and led to casual attitudes towards sex and belief that women are valued by their physical appearance.

As a follow-up to the survey, we together with the Women's Commission (WoC), jointly organised a seminar on "Gender Equality and Gender Respect – Media and Societal Culture, Where Do We Go from Here?" to explore ways of counteracting the negative effects of female gender portrayal in the Hong Kong media without infringing on the freedom of speech and freedom of the press. The seminar, held in April 2009, was supported by the Committee on the Promotion of Civic Education. The speakers comprised professionals from the fields of gender studies, media and social work. The highlights of the conference have been developed into videos and uploaded to the EOC website.

鑑於兩性平等一直是平機會工作的核心議題，多年來我們舉辦了多個有關的研討會和會議，以促進兩性間相互尊重，及打破有關性別的定型觀念。我們期望繼續舉辦此類研討會，以提高市民對這重要議題的認識。

### 正視薪酬差距問題

根據《性別歧視條例》，基於性別的薪酬歧視是違法的。然而，統計資料顯示，本港的男性和女性之間仍存在薪酬差距。我們致力解決此薪酬差距問題及推廣「同工同酬」和「同值同酬」的觀念。根據「同工同酬」的原則，女性僱員如擔任與男性相同的工作，有權獲得同等的薪酬。而根據「同值同酬」原則，假如女性擔任的工作與男性同事的工作有着同等的要求，即使他們的工作不同，但她仍應獲得同等的薪酬。

我們已出版實用指引，並舉辦工作坊及研討會，進一步推廣和解釋這方面的觀念。

### 制止「校園環境」內的性騷擾

我們一直透過不同的活動，盡力防止性騷擾，並打破女性面對的障礙和定型觀念。我們很高興政府於去年修訂了《性別歧視條例》，制止在性方面有敵意的「校園環境」。這項修訂於2008年10月3日生效。

Gender equality has always been a core subject of our work and over the years we held a series of seminars and conferences on gender equality to promote mutual respect between people of different genders and to break gender stereotypes. We hope to continue holding such seminars to raise awareness on this important issue.

### Addressing Pay Disparity

Statistics show that there is a disparity in pay between men and women in Hong Kong. However, discrimination in pay on the ground of sex is unlawful under the SDO. We have been working towards addressing this disparity and promoting the concepts of Equal Pay for Equal Work (EPEW) and Equal Pay for Work of Equal Value (EPEV). Under EPEW, a female employee is entitled to equal pay when she is doing the same work as that of a man. Likewise, EPEV stipulates that if a woman undertakes work as demanding as that of her male colleague, even though the work is different, then she should receive equal pay.

We have published guidebooks and held workshops and seminars to further promote and explain the concepts.

### Prohibiting Sexual Harassment in Educational Settings

We have consistently tried to prevent sexual harassment and break barriers and stereotypes faced by women through our various programmes. We are very pleased to report that the Government amended the SDO last year to prohibit sexually hostile environment in educational settings. The amendment became effective on 3 October 2008.





## 主席序言 Chairperson's Foreword

修訂建議由平機會提出。在修訂前，《性別歧視條例》只禁止導致在性方面有敵意的「工作環境」，但並無法律條文禁止在教育機構發生的這種行為。這項修訂是重要的一步，有助為學生締造一個安全的教育環境。

平機會與八間大專院校合作，於2007年8月推出香港首個為學生而設的《防止校園性騷擾網上課程》。這個互動網上課程解釋了性騷擾的定義和種類，以及教育機構和個人的法律責任，目的是讓同學更為瞭解甚麼行為可能構成《性別歧視條例》之下的性騷擾。

我們亦與教育局合作，向全港所有學校發放有關預防性騷擾的資料。在教育局的協助下，我們在2009年2月為超過400名中小學及幼稚園校長舉辦兩場簡介會，以幫助他們瞭解修訂的影響。我們亦為中小學生舉辦了有關預防性騷擾的戲劇表演。

### 為教師而設的教材套

我們亦設計了一個教材套，方便通識科的教師為學生規劃課堂，鼓勵他們以新穎的教學活動來抗衡傳媒的負面影響。我們已經向全港的中學通識科教師及教育工作者介紹該教材套，亦把教材套上載至平機會的網站，供來自不同界別的持份者參考。

Prior to the amendment, which was recommended by the EOC, the SDO prohibited sexually hostile environment only in the workplace and there were no legal provisions outlawing it from the educational establishments. The amendment is an important step forward which will help in creating a safe environment for our students in educational establishments.

On our part, we worked with eight tertiary institutions to introduce Hong Kong's first online training module on preventing sexual harassment for students in August 2007. The interactive online training programme, which explains the definition and various types of sexual harassment, and the liabilities of educational institutions and individuals, is targeted to raise the student's awareness about behavior that may constitute sexual harassment under the SDO.

We have also worked with the Education Bureau (EDB) in disseminating information on preventing sexual harassment to all schools in Hong Kong. With the assistance of the EDB, we organised two briefing sessions to over 400 principals of secondary schools, primary schools and kindergartens in February 2009 to assist schools in understanding the implications of the amendment. We also organised drama performances on preventing sexual harassment for primary and secondary students.

### Teaching Kit for Teachers

We have designed a teaching kit to facilitate liberal studies (LS) teachers in planning lessons for their students that will encourage innovative education programmes to counter the negative impacts of the media. The LS Teaching Kit has been

## 把平等機會納入主流

過去五年，我們推出了很多嶄新的活動，透過不同的途徑推廣及提高公眾對平等機會的認識。2006年5月起，我們與香港電台第2台合作，通過每周的訪問環節，提高社會大眾的多元共融意識。該節目播放至今，致力推廣種族和諧、傷健共融、兩性平等、及尊重有家庭崗位人士等訊息。2008/09年度的節目特別著重加深市民對少數族裔群體及相關問題的認識。

### 善用新媒體

互聯網日益普及，我們亦於2008年2月推出平機會YouTube頻道，提高市民對平等機會及社會共融的認識。我們的YouTube頻道包括了由平機會製作探討歧視問題的短片，以及我們所有過往的電視宣傳短片。我們並於2008年10月為平機會的網站換上新的面貌，指示清晰簡易，更方便使用者瀏覽。我們還增設了《一些人·一些事 – 深思簡論》的網頁，就平等機會主流化、歧視、兩性平等及殘疾人士所面對的障礙等問題，分享我們的想法和意見。

### 推廣工作間的平等

我們在2006年10月推出平等機會之友會，作為一個交流平台，為商界及其他機構提供有關在職場內推行平等機會標準的指引。在

shared with LS secondary school teachers and educators over the territories. It has also been posted on the EOC's website to cater to the wide range of stakeholders.

## Mainstreaming Equal Opportunity

In the past five years we introduced many new programmes and activities to promote equal opportunities and raise awareness among public through the use of various means of communications. In May 2006, we joined hands with the Radio Television Hong Kong (RTHK) Radio 2 to broadcast a weekly interview programme to raise public awareness about inclusion and diversity. The programme continued throughout the ensuing years, focusing on promoting racial harmony, inclusion of people with disability, gender equality and accommodation for people with family status. The 2008/09 programme was specifically focused on enhancing the understanding of ethnic minority communities and their issues.

### Using the New Media

Making use of the popularity of the Internet, we launched the EOC YouTube Channel in February 2008 to enhance public awareness about equal opportunities and social inclusion. We have uploaded several short videos exploring topics of discrimination produced by the EOC and all our previous TV Announcements of Public Interests (APIs) on this YouTube Channel. In October 2008, we also revamped our website to make it more user-friendly with clear and easy navigation instructions. We added another section entitled "Things We Do, People We Meet – Reflections in Brief" to share our thoughts and opinions on issues such as mainstreaming of







## 主席序言 Chairperson's Foreword

2008/09年度，我們有260名會員，包括來自150間商業機構、政府部門、大學、中小企及非政府機構的人力資源從業員和高層管理人員。這些機構大多僱用了超過100名僱員。在2008/09年度，平等機會之友會就反歧視條例舉辦了研討會、講座及簡介會，並且舉辦了兩次探訪社會企業的活動，讓參加者更明白非政府機構如何努力為弱勢社群實現平等機會。

### 加強公眾意識

我們亦繼續製作於1998年首次推出的實況劇集，最新一輯共有六集，於2009年1月20日至2月24日在無線電視翡翠台播放，讓市民更加瞭解少數族裔的不同生活方式以及他們在融入社會方面遇到的問題。這輯劇集亦包含對歧視行為的分析，及以法律觀點審視平等機會問題。劇集內容已製作成教材資料套，內含數碼光碟及資料小冊子，讓教師、人力資源從業員及非政府機構的工作人員，作有關平等機會的培訓用途。我們亦定期推出電視宣傳短片，向市民大眾推廣平等機會。

### 日益增加的培訓服務需求

在2008/09年度，外間對於有關各反歧視條例的培訓服務需求甚大，我們為大企業、中小企及非政府機構舉辦了338場培訓課程。與去年相比，增加了46%。

equal opportunities, discrimination, gender equality and barriers facing people with disabilities.

### Promoting Equality at Workplace

We launched our EO Club in October 2006 as an information-sharing platform to guide businesses and organisations to implement equality standards in workplace. In 2008/09, we had 260 members comprising of human resources practitioners and senior managers from 150 commercial organisations, government departments, universities, SMEs and NGOs. Many of them employ more than 100 employees. The EO Club organised seminars, talks and briefings on various anti-discrimination legislation and also organised visits to two social enterprises in 2008/09 to let the participants understand how some NGOs strive to realise equal opportunities for the marginalised communities.

### Raising Public Awareness

We have also continued with our docu-drama series launched in 1998. The latest series comprising six episodes, aired on TVB Jade every week during 20 January to 24 February 2009, promoted understanding of different lifestyles of ethnic minorities and the problems they face in achieving social integration. The series also featured analyses of discriminatory acts and the legal perspective of equal opportunities issues. The series has been developed into educational modules comprising DVDs and information booklets to assist teachers, human resources practitioners and NGO workers to conduct training on equal opportunities. We have also been issuing APIs regularly to promote equal opportunities among the general public.

## 力求改進

平機會致力確保運作上的良好管治、問責性和透明度。在檢討過平機會的各項活動後，審計署署長於2009年4月發表有關的審計報告，而立法會政府帳目委員會則在2009年7月就此給予平機會進一步改善的建議。上述審計有助平機會深入探討其工作程序及運作情況。

為實現持續改善及進一步提升我們的內部管理能力，我們成立了一個由平機會委員組成，並由行政及財務專責小組召集人擔任主持的工作小組，以跟進政府帳目委員會報告和審計報告的建議。各項因應審計報告而作出的改善措施經已落實，以加強平機會的運作。

## 未來路向

改變社會各界在種族、性別、殘疾和家庭崗位方面的思維和看法，仍然是平機會未來工作的重要部份。我們已為2009/10年度訂定了一連串的公眾教育活動，包括與香港電台及商業一台合作，製作以平等機會課題為重點的節目。我們亦推出廣泛的宣傳活動，包括電視及電台宣傳短片、戶外廣告活動及在港鐵站、公共屋邨和商場舉行的一連串展覽，以推廣共融和平等機會的訊息。

## Growing Demand for Training Services

Our training services on various anti-discrimination legislation were high in demand in 2008/09. We organised 338 training sessions for the big businesses, small and medium enterprises, and NGOs. Compared to last year, there was an increase of 46%.

## Striving for Improvement

The EOC is committed to ensuring good governance, accountability and transparency in its operations. The Public Accounts Committee (PAC) of the Legislative Council gave recommendations to the EOC in July 2009 for further improvement based on the findings of the report of the Director of Audit released in April 2009 after conducting a review of the EOC's activities. The audit was a useful exercise which gave the EOC the opportunity to reflect upon its procedures and operations.

In our efforts to realise continuous improvement and to further enhance our internal management capabilities, we have formed a Working Group comprising of EOC Members and chaired by the Convenor of the Administration and Finance Committee to follow up on the recommendations in the reports of the PAC and the Audit Commission. Various improvement measures in response to the audit have already been implemented to enhance the EOC's operation.





## 主席序言 Chairperson's Foreword

### 在社會期望與平機會的 法定角色之間取得平衡

平機會的使命是保障市民免受違法歧視，但我們所採取的方式有時並未能滿足一些認為我們應該突破法定角色，為弱勢社群爭取社會公義的人士。他們的期望有時會與平機會的權責間存在着差距。毋庸置疑的是，平機會在倡導人權方面肩負着重要的角色，但同時我們須明白，平機會畢竟是法定機構，法例清楚賦予我們權責，我們應該在這些職權範圍內消除歧視。作為一個擁有特定權力去處理投訴、進行調查和調解，以及把個案帶上法庭的監管機構，我們必須保持公平，不偏不倚，並讓公眾瞭解到我們在履行職責時的公正無私。獲得所有尋求平機會協助的人士對我們的信任，對我們而言是極為重要的。我們不能、也不應在過程中偏袒任何一方而使另一方受損。公平地處理個案，是我們作為監管機構維持公信力的基礎。

### 公眾支持

要達致平等並不容易，當中過程漫長，需要克服重重障礙，消除定型想法，以及改變既有的態度。要達致這個目的，平機會需要向市民積極推廣平等機會訊息，鼓勵他們作出改變。我們透過不同的途徑去提高市民的敏感度，讓他們更加瞭解平等的意義，以及歧視可帶來的嚴重後果。

### The Way Forward

Changing paradigms and social perception of race, gender, disability and family status will remain a big area of our work. For 2009/10, we have planned a series of public education programmes, including collaborating with RTHK and Commercial Radio 1 to produce programmes highlighting equal opportunities issues. We are also launching extensive publicity campaigns, including TV and radio APIs, outdoor advertising campaigns and series of exhibitions at MTR stations, public housing estates and shopping malls to promote and spread the message of inclusion and equal opportunities.

### Balancing Community Expectations and Our Statutory Roles

The EOC sees it as its mission to protect members of the public from unlawful discrimination. But the approach we take may sometimes not satisfy those who expect us to do more than our statutory role to advocate for the disadvantaged and for social justice. At times, there is a gap between their expectations and the power that lies with the EOC. Undeniably, the EOC has an important and special role in advancing human rights, however, it is first and foremost, a statutory body with statutory limitations. As a regulatory body with specific powers to handle complaints, to investigate and conciliate and to take cases to court, it is necessary for us to remain and be perceived as fair and impartial while discharging our duties. Maintaining the trust of all parties who seek our assistance is extremely important for us and we cannot, and should not, side with one party to the detriment of the other in the way we conduct our processes. This is the foundation of our regulatory credibility.

我們相信，平機會在打擊歧視方面已取得了重要的進展，並帶動了社會常規和信念上的變革。承前啟後，平機會將繼續盡心推廣平等機會，矢志消除歧視。我們期盼得到市民大眾的了解和支持，讓我們循着最有成效的途徑，奮力促進本港的平等機會。

平等機會委員會主席

鄧爾邦

鄧爾邦

### Public Support

Achieving equality is not an easy task. It is a long and time-consuming process as significant obstacles have to be overcome, stereotypical mindsets to be eliminated and attitudes to be changed. For us to achieve the desired goal, the general public needs to be educated on the subject and prepared for change. In this regard, we are using various channels to educate and sensitise people about equality and the serious repercussions of discrimination.

We believe the EOC has made important progress in combating discrimination and has effected significant changes in social practices and beliefs. We remain committed to eliminating discrimination and promoting equal opportunities. But for this to have an impact, we need public's support and understanding in finding the right way to promote equal opportunities in Hong Kong.

R. Tang

Raymond Tang  
Chairperson, Equal Opportunities Commission