



**EQUAL OPPORTUNITIES COMMISSION**  
**Racial Diversity & Inclusion Charter for Employers**  
**Advanced Annual Review Form**

**平等機會委員會**  
**《種族多元共融僱主約章》**  
**進階版年度問卷**

NOTE 備註：

We understand that for the following organisations some of the questions in this form may not be applicable or difficult to answer. They may continue to fill out the simpler form.

平機會明白，對於下列的一些機構而言，本問卷的部分問題可能不適用或難以回答，有關機構可沿用簡易版問卷

- Small and medium sized enterprises 中小型企業
- Non-governmental organisations 非政府組織
- Social Enterprises 社會企業



## Part 1: Details of Company / Organisation

### 第一部分：公司／機構資料

Name of Organisation 機構名稱： \_\_\_\_\_

Total number of employees in Hong Kong 香港僱員總數： \_\_\_\_\_ Nature of business 業務性質： \_\_\_\_\_

Address 地址： \_\_\_\_\_

Tel 電話： \_\_\_\_\_ Fax 傳真： \_\_\_\_\_

Website (if any) 網址（如有）： \_\_\_\_\_

### Category 類別：

Private enterprises 私營企業

Listed company / subsidiary  
上市公司／子公司

Company with 100 or more employees in Hong Kong  
在香港有100名或以上僱員的公司

Small and medium sized enterprise<sup>1</sup>  
中小型企業<sup>1</sup>

Public organisation<sup>2</sup> 公營機構<sup>2</sup>

## Part 2: Contact Person in Company / Organisation

### 第二部分：公司／機構的聯絡人

Contact Person 聯絡人： \_\_\_\_\_ Position 職位： \_\_\_\_\_

(Title 稱謂： Mr 先生 / Ms 女士 / Miss 小姐 / Mrs 太太 / Others 其他 \_\_\_\_\_)

Tel 電話： \_\_\_\_\_ Fax 傳真： \_\_\_\_\_

Email 電郵： \_\_\_\_\_

Mailing Address: (if different from above) 郵寄地址：（如與上述地址不同）

\_\_\_\_\_

<sup>1</sup> Manufacturing enterprises which employ fewer than 100 persons, and (2) non-manufacturing enterprises which employ fewer than 50 persons

聘用少於 100 名員工的製造業公司；以及 (2) 聘用少於 50 名員工的非製造業公司

<sup>2</sup> Non-governmental organisations, social enterprises, statutory and public bodies, chambers of commerce, professional bodies, Government bureaux and departments

非政府組織、社會企業、法定及公營機構、商會、專業團體、政府決策局及部門

### Part 3: Declaration

#### 第三部分：聲明

Our company / organisation hereby agrees and declares that:

本公司／機構同意並聲明：

1. The information provided in this form is true and accurate. We will provide additional information to the EOC if required.

這份表格上填寫的資料屬真確無誤。如有需要，我們會向平機會提供補充資料。

2. When using the Racial D&I Employer Charter logo, we will not, implicitly or explicitly, state that the EOC approves the products or services of our company / organisation and we agree to comply with the [basic principles](#) on the use of the logo issued by the EOC.

使用《種族多元共融僱主約章》標誌時，我們不會暗示或明示平機會批准本公司／機構的商品或服務，我們亦同意遵守使用平機會發布的標誌的有關使用標誌的[基本原則](#)。

Submitted by

提交人：

\_\_\_\_\_

(Name 姓名)

Position

職位

\_\_\_\_\_

Signature

簽署：

\_\_\_\_\_

Date

日期

\_\_\_\_\_

#### Privacy Statement

##### 私隱政策聲明

All information submitted by the organisation will be used for the purpose related to the Racial Diversity & Inclusion Charter for Employers only. The EOC is committed to fully complying with the data protection principles and all relevant provisions of the Personal Data (Privacy) Ordinance (Cap. 486). Should the organisation wish to check and correct the data, please contact the EOC at 2511 8211. For details about the EOC privacy protection policy, please visit the EOC website [www.eoc.org.hk](http://www.eoc.org.hk).

參與公司／機構提交的所有資料僅用於有關《種族多元共融僱主約章》的用途。平機會致力全面遵守保障資料原則及《個人資料（私隱）條例》（香港法例第 486 章）的所有相關條文。參與公司／機構如希望查閱及修改資料，請致電 2511 8211 聯絡平機會。如欲詳閱平機會的私隱保障政策，請瀏覽平機會網頁 [www.eoc.org.hk](http://www.eoc.org.hk)。

## Introduction

### 簡介

**The Advanced Annual Review Form is for those organisations that have completed at least two years with the Racial D&I Charter.** This form is a step-up from the simpler annual review form used by organisations that have been with the Charter for less than two years. It is more detailed and requires more targeted responses. It is, however, **optional**. Organisations may continue to fill out the simpler form if they choose to.

這份「進階版年度問卷」供簽署了《種族多元共融僱主約章》（「《約章》」）至少兩年的機構使用。相比供參加《約章》少於兩年的簽署機構所使用的簡易版問卷，此進階版內容更詳盡，旨在收集更具體的意見。簽署機構可選擇填寫本問卷，或沿用簡易版本。

#### Why you should fill out the Advanced Annual Review Form:

填寫「進階版年度問卷」的好處：

- It allows us to track the progress of organisations on racial D&I efforts.  
方便平等機會委員會（「平機會」）跟進機構在推廣種族多元共融工作間的進展。
- It allows you to self-track progress on internal D&I goals.  
方便機構自行檢視推廣種族多元共融工作間的目標。
- It will help you learn about best practices.  
有助機構了解良好常規。
- Organisations will be recognised for their progress based on their evaluation.  
根據評估結果，機構可就其進展獲得嘉許。
- Your best practices will be published and publicised (subject to your approval).  
若獲得機構同意，平機會將向外推廣機構採取的良好常規。
- One of the aims of the Charter is to be able to create a Racial D&I Index for the Workplace that serves as a benchmark for all organisations in Hong Kong. This form is a step in that direction.  
《約章》其中一個目標是訂定「工作間的種族多元共融指數」，作為僱主評估在機構內推廣種族多元共融的基準。本問卷正是朝這方向發展的重要一步。

#### NOTE 備註：

We understand that for the following organisations some of the questions in this form may not be applicable or difficult to answer. They may continue to fill out the simpler form.

平機會明白，對於下列的一些機構而言，本問卷的部分問題可能不適用或難以回答，有關機構可沿用簡易版問卷。

- Small and medium sized enterprises 中小型企業<sup>3</sup>
- Non-governmental organisations 非政府組織
- Social Enterprises 社會企業

<sup>3</sup>Manufacturing enterprises which employ fewer than 100 persons, and (2) non-manufacturing enterprises which employ fewer than 50 persons 聘用少於 100 名員工的製造業公司；以及 (2) 聘用少於 50 名員工的非製造業公司

## Notes on filling up the form

### 填表須知

Thank you for taking the time to fill out this Advanced Annual Review Form for the evaluation year \_\_\_\_\_ . Please note the following instructions before starting.

多謝你填寫\_\_\_\_\_評估年度進階版年度問卷。填寫問卷前，請細閱以下說明。

- Questions are based on the nine Charter goals which are divided into three sections, namely, Inclusive Policy, Inclusive Culture and Inclusive Work Environment. An additional section on Racial D&I Strategy has been added for the purpose of this form.  
《約章》訂立了九項目標，涵蓋共融政策、共融文化及共融工作環境三個範疇。本問卷的問題根據這些目標而設定，並新增了種族多元共融策略的部分。
- There are seven subsections and a total of 20 questions.  
本問卷有七個分項，合共 20 條問題。
- There is a mix of single answer and multiple answer questions. Please tick the one(s) that best reflect(s) your organisation's current status.  
問題類型涵蓋單項和多項答案。請選擇最能反映你所屬機構現況的選項。
- Examples to help you choose the right option(s) have been provided below the questions wherever required.  
部分問題下方會列出例子，供你在考慮不同選項時作參考。
- Additional notes and reference materials have been suggested where relevant.  
部分問題提供相關額外備註及參考資料建議。
- You may use attachments if necessary. Please only attach relevant information that is specific to the question.  
如有需要，可提供其他資料，但請只夾附可具體回應問題的相關資料。

## I. Racial D&I Strategy 種族多元共融策略

- 1) Does your organisation have a clearly stated racial D&I strategy or a wider D&I strategy\* that specifically includes race? Select the one that best represents your organisation's status.

你所屬的機構是否有清楚訂明種族多元共融策略\*，或涵蓋種族範疇的多元共融策略？請選擇一項最能反映你所屬機構的答案。

- Not Applicable (NA) 不適用
- No strategy 沒有策略
- In progress 進行中
- Strategy developed and shared among leadership  
制定了策略，並由領導層採用
- Strategy developed and promoted to all employees  
制定了策略，並向僱員推廣
- Strategy published and shared internally and externally  
對內公布及對外發布策略

- \* Strategy is defined as: "A plan of action designed to achieve a long-term or overall aim" (Oxford Dictionary). For the purpose of this form, strategy includes but is not limited to policy, objectives, targets and action plan. 根據牛津字典，「策略」的意思是「為達成長遠或整體目的而制定的行動計劃」。就這份問卷而言，策略包括但不限於政策、目的、目標及行動計劃。

## II. Inclusive Policy 共融政策

### Policy 政策

2) An Equal Opportunity (EO) policy\* is more than simply compliance with local laws related to discrimination and equality. Do you have an Equal Opportunity policy, separate or together with an Anti-Discrimination policy, with specific reference to racial equality? Select the one that best represents your organisation's status.  
一個平等機會政策\*不僅僅是遵守與一些反歧視和平等相關的本地法律。你所屬的機構是否有制定具體涵蓋種族的平等機會政策？該政策可單獨存在或與機構的反歧視政策並列；請選擇最能反映你所屬機構的答案。

- NA 不適用
- No global or HK EO policy 沒有制定適用於全球或香港的平等機會政策
- Global EO policy that is not HK specific  
採納了適用於全球的平等機會政策，但並非針對香港的情況而制定
- In progress - Global EO policy with HK specifics/separate EO policy for HK  
進行中：正因應全球的平等機會政策針對香港的情況擬訂適用的政策，或正就香港的情況另訂平等機會政策
- EO policy specific to HK (with no global EO policy)  
針對香港的情況制定了平等機會政策（沒有制定適用於全球的平等機會政策）
- Global EO policy + HK specific EO policy  
採納了適用於全球的平等機會政策，以及針對香港的情況而制定
- Other (please specify) 其他（請說明）：

3) Do you have an Anti-Discrimination (AD) policy\*, separate or together with an EO policy, with specific reference to racial equality and inclusion? Select the one that best represents your organisation's status.

你所屬的機構是否有制定具體涵蓋種族平等共融的反歧視政策\*？該政策可單獨存在或與機構的平等機會政策並列；請選擇最能反映你所屬機構的答案。

- NA 不適用
- No AD policy 沒有制定反歧視政策
- Global AD policy that is not HK specific  
採納了適用於全球的反歧視政策，但並非針對香港的情況而制定
- AD policy for HK in progress 正就香港的情況擬訂反歧視政策
- AD policy specific to HK (with no global AD policy)  
針對香港的情況制定了反歧視政策（沒有制定適用於全球的反歧視政策）
- Global AD policy + HK specific AD policy  
採納了適用於全球的反歧視政策，以及針對香港的情況而制定
- Other (please specify) 其他（請說明）：

\* For the purpose of this review, an anti-discrimination policy is one that mainly focuses on compliance with the law, either local and/or international. An Equal Opportunity policy is broader and usually includes anti-discrimination as one of the policy areas. Other areas covered could be on inclusion and diversity which are not legally required but good practices to have and reflect the company's culture.

就本問卷而言，反歧視政策主要側重於遵守本地及/或國際法律。平等機會政策範圍更廣，通常包括反歧視政策。涵蓋的其他領域可以是多元共融方面，雖然不是法律規定，但是一項良好常規，又能反映公司文化。



- 4) The push to have a dedicated D&I role within the organisation is gaining ground. In your organisation, is there a person, team or unit responsible for addressing D&I, including racial D&I? Pick one.

在機構內擁有專責推動多元共融的職員越來越普遍。你所屬的機構是否有委派人員、小組或組別，專責處理涵蓋種族範疇的多元共融問題？請選擇一項答案。

- A 不適用
- No person, team or unit 沒有委派人員、小組或組別
- Yes, but only in a voluntary capacity, e.g. a racial D&I interest group  
有，但屬自願性質，例如種族多元共融興趣小組
- Hong Kong 香港       Global 全球
- Yes, embedded within HR or other existing functions (please specify)  
有，由人力資源部或其他現有部門負責（請說明）： \_\_\_\_\_
- Hong Kong 香港       Global 全球
- Dedicated D&I function  
設有專職部門推行多元共融文化
- Hong Kong 香港       Global 全球
- Dedicated D&I role with a reporting line to senior leadership  
設有隸屬高級領導層的專職人員推行多元共融文化
- Hong Kong 香港       Global 全球

Additional Information (Optional) 附加資料（選填）：



**Tip 提示：**

Refer to the sample policy on racial equality provided in the EOC's Code of Practice on Employment (<https://bit.ly/3nsK37w>)

請瀏覽平機會發布的《種族歧視條例僱傭實務守則》內「種族平等政策範本」

([https://www.eoc.org.hk/Upload/cc26d004-b785-4ee7-8673-f92925df889f/RDO\\_CoP\\_Chi\\_4316.pdf](https://www.eoc.org.hk/Upload/cc26d004-b785-4ee7-8673-f92925df889f/RDO_CoP_Chi_4316.pdf))

## **Recruitment & During Employment 招聘及僱用期間**

5) What are the practices you have in place for fair recruitment, appointment, promotion, staff development and dismissal applicable to Hong Kong that aim to remove racial discrimination from these processes? Select all that apply.  
你所屬的機構是否有就公平招聘、僱用、晉升、員工發展及解僱方面，訂立適用於香港的常規，以消除這些過程中的種族歧視？可選擇多於一項的適用答案。

- None 沒有
- No specific processes other than ensuring compliance with HK laws  
除確保遵守香港法律外，沒有制定具體程序
- Efforts are made to attract candidates from different racial groups\* (please list)  
另訂措施吸引來自不同種族的求職者\* (請列明)：

- Practices are in place to address racial bias in hiring\*\* (please list)  
訂立常規以消除在招聘過程中的種族偏見\*\* (請列明)：

- Practices are in place to minimise unconscious racial bias throughout the employee life cycle including in hiring, appointments, promotions, staff development and dismissal\*\*\* (please list)  
訂立常規以減低僱員在僱用周期中 (包括僱用、委聘、晉升、員工發展及解僱) 面對的無意識種族偏見\*\*\* (請列明)：

- \* For example, state in job ads that you are an “Equal Opportunities Employer”, use advertising platforms and language targeting diverse racial groups.  
例如在廣告註明你所屬的機構是「平等機會僱主」，並透過不同族裔人士使用的廣告平台及語言發布招聘廣告。
- \*\* For example, use diverse selection panels, have standardised interviews, scrutinise language requirements to make sure they are commensurate with the actual needs of the job.  
例如，由來自不同背景的人士組成遴選委員會，採用統一的面試內容，並審視語言要求，以確保這些程序與工作的實際需要相符。
- \*\*\* For example, in addition to the above, ensure equal access to staff development/promotion opportunities through, for instance, consideration for different language requirements, travel or time restrictions (due to religious or cultural practices), dress code requirements such as head coverings.  
例如，除上文所述以外，還考慮不同語言要求、出差或時間限制（因宗教或文化習俗）、服裝規定（如頭巾）等因素，確保僱員在工作發展 / 晉升方面獲得平等機會。

Additional Information (Optional) 附加資料 ( 選填 ) :

6) Does your organisation have targets to achieve racial diversity? Select all that apply.

你的機構有訂立實現種族多元工作間的目標嗎？可選擇多於一項的適用答案。

- NA 不適用
- No 沒有
- Overall target for the organisation 為機構訂立整體目標
- Targets by level (e.g. junior, middle, senior management, board)  
為不同職級訂立目標 ( 例如初級職員、中層職員、高級管理層及董事會 )
- Targets by function/department 為不同部門訂立目標

Additional Information (Optional) 附加信息 ( 選填 ) :

7) Local ethnic minorities often find themselves unrepresented in Hong Kong workplaces. Does your organisation make efforts to improve its recruitment of local ethnic minorities\*? Select all that apply.

本地少數族裔人士發現自己在香港的職場上缺乏代表性。你所屬的機構是否有措施增加招聘本地的少數族裔人士\*？可選擇多於一項的適用答案。

- NA 不適用
- No 沒有
- Would like to but don't know how 希望這樣做，但不知從何入手
- Yes, have measures to attract local ethnic minority candidates  
有作出吸引本地的少數族裔求職者的措施
  - Advertising vacancies in different languages  
以不同語言刊登招聘廣告
  - Advertising on different media platforms targeting diverse candidates  
於少數族裔求職者常用的媒體平台刊登招聘廣告
  - Engaging with NGOs that work with local ethnic minorities  
與服務本地少數族裔群體的非政府組織合作
  - Work with recruitment agencies, vocational training bodies, educational establishments  
與招聘中介、職業訓練團體、教育機構合作
  - Other (please specify) 其他 (請說明) :

\* Local ethnic minorities are those non-Chinese who have spent a majority of their lives in Hong Kong and were mostly or fully educated here

本地少數族裔人士是指那些在香港度過大半生，並大部分時間或完全在香港接受教育的非華裔人士

Additional Information (Optional) 附加資料 (選填) :

8) Setting diversity targets, though not easy, is one way to approach D&I goals. Does your organisation have targets for hiring local ethnic minorities (excluding student interns)? You may select more than one option.

為員工多元化設定目標並非易事，但卻是實現多元共融目標的一種方式。你所屬的機構是否有就僱用本地少數族裔人士（實習生除外）訂立目標？可選擇多於一項的適用答案。

- NA 不適用
- No 沒有
- We have no local ethnic minority employees and no targets for their hiring  
我們沒有本地少數族裔員工，也沒有訂立僱用本地少數族裔人士的目標
- We have local ethnic minority employees but no targets for their hiring  
我們有本地少數族裔員工，但沒有訂立僱用本地少數族裔人士的目標
- We have ongoing hiring of ethnic minority employees but no targets for their hiring  
我們正在招聘少數族裔人士，但沒有訂立僱用他們的目標
- We have ongoing hiring of ethnic minority employees and we have targets for their hiring  
我們正在招聘少數族裔人士，也有訂立僱用他們的目標
- We have recruited ethnic minority employee(s) since signing the Charter\*  
自簽署《約章》開始已聘用少數族裔員工\*

\* Regardless of whether you had none, some, or many ethnic minority employees prior to signing the Charter  
不論在簽署《約章》之前是否已聘用任何少數族裔僱員，以及少數族裔僱員人數的多寡

Additional Information (Optional) 附加資料 ( 選填 ) :



### **Tips 提示**

- *Identify barriers, if any, for people of certain races in gaining employment in your organisation and take reasonable steps to bring down those barriers.*  
辨別某些種族的人士在你所屬機構求職可能遇到的障礙（如有），以及如何採取合理措施消除這些障礙。
- *Actively seek, adopt and adapt international best practices to avoid bias in human resource management, particularly recruitment.*  
積極參考、借鏡和採納國際良好常規，以免在人力資源管理，特別是招聘方面構成偏見。

## **Policy Review & Monitoring 檢討及監察政策**

9) How often are your employment processes and policies reviewed\* in light of external and internal developments in the area of racial equality and inclusion? You may select more than one option if applicable.

你所屬的機構會否因應機構內外的種族平等共融發展而定期檢討\*僱用程序和僱傭政策？可選擇多於一項答案。

- NA 不適用
- Not reviewed 沒有檢討
- As and when needed 有需要時才檢討
- Every 4-5 years 每四至五年檢討一次
- Every 2-3 years 每兩至三年檢討一次
- Every year or more frequently 每年檢討或更頻繁地檢討

\* It may refer to not just full-scale reviews, but also amendments and deletions to existing policy.  
不僅包括全面檢討，亦指修訂及刪除不適用的現行政策。

10) Data is essential for tracking progress. Does your organisation monitor for racial diversity in the workplace? You may select more than one option.

數據對於追蹤進度至關重要。你所屬的機構是否有監察工作間的種族多元狀況？可選擇多於一項答案。

- NA 不適用
- No 沒有
- Yes, with employees being encouraged to self-identify  
有，鼓勵僱員自行提供種族資料
- Yes, with data being extracted to assess racial composition and diversity across levels  
有，抽取數據以掌握不同職級的種族多元狀況
- Yes, with data being used to develop and monitor D&I KPIs  
有，使用數據來制訂及監察建立種族多元共融文化工作間的關鍵績效指標
- Yes, with data being used to formulate and enhance policies related to racial inclusion and representation  
有，使用數據來訂立及加強關於種族共融及種族比例的政策

Additional Information (Optional) 附加資料 ( 選填 ) :

11) Do your employee engagement/satisfaction surveys capture data on D&I? Please select one option.

你所屬機構的僱員投入程度 / 滿意程度調查是否有收集關於種族多元共融的數據？請選擇一項答案。

- NA 不適用
- No 沒有
- Yes, but without questions on race/ethnic identity  
有，但沒有問及種族身分
- Yes, with race/ethnic identity as an optional question  
有，但有關種族身分的問題僱員可以選擇是否填寫
- Yes, with race-related data being used to enhance existing EO and/or AD policies  
有，使用有關種族的數據來加強現行的平等機會及 / 或反歧視政策
- Other (please specify) 其他 (請說明) :



#### Tips 提示

- *Critically and regularly review your workforce profile to evaluate for racial diversity. Analyse gaps and take corrective action wherever possible.*  
定期認真檢視員工團隊的種族多元狀況。分析差異，盡可能採取修正措施。
- *Carry out employee surveys, assessments, etc. to check for employee perceptions of fairness in processes and policies and feeling included.*  
透過僱員調查和評估分析等，了解僱員對機構程序和政策是否公平的看法及感受。

### III. Inclusive Culture 共融文化

#### **Employee Training & Activities 僱員培訓及活動**

12) To which employee groups in Hong Kong do you offer training to raise awareness on racial equality and inclusion? Select all that apply.

你所屬機構向香港的哪類級別僱員提供培訓，以提高他們的種族平等共融意識？  
可選擇多於一項的適用答案。

- NA 不適用
- General\* employees 一般\*僱員
- Targeted training for new employees 針對新入職僱員而設的培訓
- Targeted training for HR and D&I  
針對負責人力資源及推動多元共融工作間的僱員而設的培訓
- Targeted training for Middle management 針對中層管理人員而設的培訓
- Targeted training for Senior management 針對高層管理人員而設的培訓
- Targeted training for Board directors and advisors 針對董事及顧問而設的培訓
- Other (please specify) 其他 (請說明) :

\* Offered to all staff without targeting any particular department or level  
向所有僱員提供培訓，而非以個別的部門或職級為培訓對象



13) What training do you provide to raise awareness of employees on local EO and AD laws? You may select more than one option.

你所屬機構向僱員提供哪類有關香港的平等機會及反歧視法例的培訓以提高其種族平等共融意識？可選擇多於一項的適用答案。

- NA 不適用
- None 沒有提供培訓
- Voluntary training on relevant local EO and AD laws  
自願培訓，內容涵蓋香港的平等機會及反歧視法例
- Mandatory training on relevant local EO and AD laws  
強制培訓，內容涵蓋香港的平等機會及反歧視法例
- Voluntary training on racial D&I topics beyond the law\*  
自願培訓，內容除了涵蓋香港的平等機會及反歧視法例，亦包括法律以外的種族多元共融議題\*
- Mandatory training on racial D&I topics beyond the law\*  
強制培訓，內容除了涵蓋香港的平等機會及反歧視法例，亦包括法律以外的種族多元共融議題\*
- Staff participation in the training is encouraged through adding it to KPIs of the department head and/or individual staff  
把培訓納入部門主管及 / 或個別僱員的關鍵績效指標，以鼓勵他們參加培訓

\* For example, unconscious bias, cultural sensitivity, racial D&I best practices etc.

例如無意識偏見、文化敏感度、推動種族多元共融工作間文化的良好常規等

Please list examples of staff training undertaken:

請列出曾進行的僱員培訓的例子：

1.	
2.	
3.	
4.	

14) Generating awareness is usually the first step towards bringing about change. What kind of activities and events do you organise for staff to raise awareness of racial\* equality and inclusion? You may select more than one option. Please provide examples/explanation for each.

改變的第一步是要提高意識。你所屬的機構為僱員舉辦哪些活動，以提高他們的種族\*平等共融意識？可選擇多於一項答案，並就每一項提供例子或說明。

- NA 不適用
- No activities 沒有活動
- Ad-hoc, one-off programs 舉辦一次性的特別活動

- Regular general D&I activities but not specific to race  
定期舉辦推動一般性質的多元共融文化活動，但並非以種族為主題

- Regular activities and events specific to racial equality and inclusion  
定期舉辦以種族平等共融為主題的活動

- Regular activities/events specific to race and feedback from attendees is captured and tracked\*\*

定期舉辦以種族為主題的活動，並收集及跟進出席者的意見\*\*

\* Including cultural awareness, for example cultural awareness events such as food festivals, cultural celebrations, cultural exchanges  
包括文化意識；例如：美食節、文化節慶、文化交流等

\*\* For example, pre- and post-event survey to track changes in understanding on D&I topic(s), feedback from Employee Survey is tracked to see changes in awareness levels, feedback is reflected in policy change etc.  
例如，在活動之前和之後進行問卷調查，以掌握出席者對有關議題的認識是否有增加；跟進僱員問卷調查收集的意見，以掌握僱員對有關議題的意識是否有增加；以及新修訂的政策是否能反映僱員的意見

Please list examples of other staff activities undertaken:

請列出曾舉辦的其他員工活動的例子：

1.	
2.	
3.	
4.	
5.	



### **Tips 提示**

- *Identify and implement organisational activities or practices where racial inclusion can be made a possible primary or subsidiary goal.*  
選取和推行合適的機構活動或常規，把種族共融的元素引入為重點目標。
- *Collect ideas and opinions from staff on how to facilitate an organisational culture that embraces racial diversity and inclusion.*  
就如何促進種族多元共融的機構文化收集員工的構思和意見。
- *Include this as an agenda item in annual planning for all departments.*  
把共融文化定為所有部門擬訂年度計劃時的議程項目。

## **Community Engagement 社會參與**

15) Do you actively encourage engagement of your employees with the community, particularly underprivileged and under-represented members of racial minorities?

Select all options that apply.

你所屬的機構是否有積極鼓勵僱員服務社群，特別是弱勢少數族裔社群？可選擇多於一項的適用答案。

- NA 不適用
- No, nothing formal or systematic  
沒有正式或有系統的项目
- Community D&I engagement, not specific to racial minorities  
有推廣多元共融的社會參與项目，但不是以接觸少數族裔社群為重點
- Community D&I initiatives, with specific engagement of racial minorities\*  
有推廣多元共融的社會參與工作，以接觸少數族裔社群為重點\*
- Dedicated D&I focus on racial minorities through ongoing sponsorships and employee engagement\*\*  
透過持續支援及鼓勵僱員認識與接觸少數族裔社群\*\*
- Dedicated D&I focus on engaging with racial minorities such as internships and other career-related opportunities which may lead to employment  
提供實習及其他有助職涯發展的機會，讓處於弱勢的少數族裔社群認識和投身所屬界別

\* For example: Cultural tours, activities to generate staff awareness about racial minority communities

例如：文化導賞團或其他可提高員工對少數族裔群體的認識的活動

\*\* For example: Staff volunteering with EM communities, sponsoring language learning among EMs

例如：員工做義工為少數族裔團體服務，贊助少數族裔人士學習語言

Please list examples of engagement activities undertaken, if any:

請列出曾舉行的社會參與项目的例子（如有）：

1.	
2.	
3.	



### **Tips 提示**

- **Consider including engagement with underprivileged racial minorities as one of the CSR/D&I initiatives for staff to choose from.**  
*考慮將弱勢少數族裔社群納入企業社會責任項目的服務對象／多元共融工作間文化項目的接觸對象，讓員工選擇參與這些項目。*
- **Find activities and initiatives that best fit the organisation's needs while also providing new and out-of-the-ordinary experiences for connecting your staff with racial minorities.**  
*尋找及安排既切合機構需要，又具新意的共融體驗活動，讓員工透過活動接觸少數族裔社群。*
- **Explore a mix of engagement opportunities to meet diverse needs, such as short-term job shadowing opportunities for racial minority students; on-the-job language and skills training for racial minority employees, etc.**  
*探討多種可讓少數族裔社群參與你所屬機構的機會，形式可視乎機構和社群的多元需要而定，例如為少數族裔青年提供短期的工作影子計劃，或為少數族裔員工提供在職語言及技能培訓。*

## IV. Inclusive Work Environment 共融工作環境

### Racial Inclusion 種族共融

16) Providing a safe space has become a critical component to fostering inclusion in the workplace. How does your organisation help its racial minority employees feel they are in a safe, inclusive and collaborative work environment? (This relates specifically to measures to foster racial inclusion and excludes formal complaint processes on racial discrimination, harassment etc.) Select all options that apply.  
提供安全的工作環境是促進共融工作間的關鍵元素。你所屬的機構如何為少數族裔僱員營造安全共融的工作環境，讓所有員工充分協作？（這題目具體關於促進種族共融，有關種族歧視和種族騷擾的正式投訴程序不包括在內）可選擇多於一項的適用答案。

- NA 不適用
- No, nothing formal or systematic 沒有正式或有系統的措施
- Encourage staff to speak about issues with supervisor/HR  
鼓勵僱員向主管 / 人力資源部員工提出有關問題
- Have employee networks/resource groups, but not specific to race  
設有僱員網絡 / 資源小組，但並非以種族為重點
- Have employee networks/resource groups specific to race with funding/sponsorship from leadership  
設有以種族為重點的僱員網絡 / 資源小組，並由領導層提供資助 / 支援
- Appoint community or team representatives as buddies or mentors for staff that may have barriers, such as language/cultural, in accessing help when facing issues\*  
為面對語言 / 文化障礙的少數族裔僱員安排社區代表或團隊成員擔任指導員，在他們遇到問題時\*提供協助
- Other (please specify) 其他 (請說明) :

\* Language barriers, cultural norms, position within the organisation etc. may make it harder for some employees, particularly those from racial minority groups to seek assistance or redress when faced with issues impacting their well-being at work  
部分僱員，特別是少數族裔僱員，在工作間遇到影響僱員福祉的問題時，可能會因於語言障礙、文化規範或其職位而怯於尋求協助或提出申訴

You may list examples of your measures here:

請列出有關的措施：

1.	
2.	
3.	



### **Tips 提示**

- *Clearly spell out and widely communicate organisational vision and policies on fostering an inclusive workplace.*  
清楚闡明機構在建立共融工作間的願景和政策，並廣泛向員工宣傳。
- *Make a conscious effort towards creating a harmonious work environment through employee engagement and feedback collection.*  
鼓勵員工參與，收集僱員意見，以營造和諧的工作環境。
- *Encourage formal and informal channels of assistance for employees who may encounter barriers including language, culture, perceived socio-economic status etc. that prevent them from seeking help.*  
提供正式或非正式求助途徑，鼓勵僱員如果遇到語言障礙、文化障礙，或被認為社會經濟地位較低等問題時尋求協助。
- *Support the formation of employee groups on important areas of common interest such as gender, race/culture etc. which provide safe spaces to share concerns and offer support. Leadership sponsorship or endorsement of these groups is essential to make a real difference, including in policy and company culture.*  
支持僱員共同關注的重要領域，例如性別、種族／文化等成立小組，營造安全的環境，讓僱員表達關注，並提供支援。在推動政策及機構文化改革方面，領導層對這些小組的支援或認可是不可或缺的。

17) An inclusive work environment is an organisation-wide effort. How does your company encourage all its employees to support racial D&I? Select all that apply.  
營造一個共融工作間不是靠個人之力，而是整個機構的努力。你所屬的機構如何鼓勵全體僱員支持種族多元共融工作間文化？可選擇多於一項的適用答案。

- NA 不適用
- No special effort 沒有特別鼓勵措施
- Encourage employees to support through allyship  
鼓勵僱員成為同行者
- Encourage employees to take part in external and internal activities on racial D&I  
鼓勵僱員參與外間或內部的種族多元共融文化活動
- Showcase role models  
表揚良好榜樣
- Hold events on racial D&I  
舉辦推廣種族多元共融文化的項目
- Support external racial networks and NGOs working on racial D&I  
支持坊間的少數族裔網絡及推廣種族多元共融文化的非政府組織

Additional Information (Optional) 附加資料 ( 選填 ) :



18) How does your organisation foster the inclusion of employees from different cultural and racial backgrounds? Select all that apply.

你所屬的機構如何促進來自不同文化及種族背景的僱員融入機構？可選擇多於一項的適用答案。

- NA 不適用
- No special arrangement 沒有特別安排
- Flexibility and consideration for cultural differences on a need basis:  
按僱員的需要，就文化差異作出彈性安排及個別考慮：
  - Language barriers 語言障礙
  - Attire 服裝
  - Holidays 節慶
  - Other (please specify) 其他 (請說明) :

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- Flexibility and consideration for cultural differences are part of company policy:  
機構政策訂明須就文化差異作出彈性安排及考慮：
  - Language barriers 語言障礙
  - Attire 服裝
  - Holidays 節慶
  - Other (please specify) 其他 (請說明) :

--

- Communicate regularly to all staff about company values on racial D&I  
定期向全體員工傳達在推廣種族多元共融文化方面的機構價值
- Engage directly with ethnic minority employees to assess whether they feel valued and can bring their whole selves to work  
與少數族裔僱員直接溝通，了解他們是否感到受重視，以及能在工作間展現自己真實的一面
- Senior leadership promotes racial D&I through communicating and participating in events, internal and external  
高級領導層參加外間及內部宣傳及活動，推廣種族多元共融工作間文化

You may list policies and practices here:

請列出有關政策和良好常規：

1.	
2.	
3.	



### **Tips 提示**

- *Have in place not just formal policies, but also encourage informal practices such as buddy mentoring, employee support groups etc. which could help employees of minority racial groups fit into the organisation.*

*除了實施正式政策，亦鼓勵實行非正式的常規，例如夥伴指導及僱員支援小組等，協助少數族裔僱員融入機構。*

- *Ensure all employee voices are reflected and not held back due to language or cultural differences.*

*確保所有僱員不為語言或文化差異所礙，人人都能反映意見。*

- *Policies should reflect the organisation's seriousness in making every employee feel included such as accommodating and even welcoming employees' religious/cultural practices, so long as it does not interfere with their or others' work.*

*政策應反映機構對僱員融入工作環境的重視程度，包括提供便利，甚至在不影響自己或其他僱員的工作的情況下，歡迎少數族裔僱員進行宗教／文化儀式。*

## **Grievance Handling 申訴處理**

19) Do you have in place a formal grievance policy for racial discrimination, harassment, bullying and unfair treatment? You may select more than one option.  
你所屬的機構是否有設立正式申訴政策，處理僱員提出涉及種族歧視、種族騷擾、欺凌及不公平待遇的投訴？可選擇多於一項答案。

- NA 不適用
- No formal grievance procedure or policies 沒有制定正式申訴程序或政策
- General/global/regional policy, but no reference to race  
有一般 / 全球性 / 地區性申訴政策，但沒有提及種族
- Hong Kong specific policy, but no reference to race  
有就香港情況制定申訴政策，但沒有提及種族
- General/global/regional policy with reference to race  
有提及種族的一般 / 全球性 / 地區性申訴政策
- Hong Kong specific policy with reference to race  
有就香港情況制定提及種族的申訴政策
- Other (please specify) 其他 (請說明) :

20) Does your organisation assess the effectiveness of grievance procedures in dealing with complaints swiftly and effectively? You may select more than one option.

你所屬的機構是否有評估申訴程序的效用，確保投訴得到迅速和有效的處理？可選擇多於一項答案。

- NA 不適用
- No formal assessment 沒有正式評估
- Performance targets, such as turnaround time, are set and measured  
設定和衡量績效目標，例如完成處理投訴的時間
- Feedback from staff on satisfaction with process is measured and reported  
收集並記錄僱員對申訴程序的滿意程度
- Process is reviewed periodically and changes are affected based upon data and feedback collected  
定期檢討程序，根據收集的數據和意見修訂程序

Additional Information (Optional) 附加資料 ( 選填 ) :



### **Tips 提示**

- *Set up a formal grievance process and ensure it is regularly and uniformly communicated to all.*  
建立正式的申訴程序，確保定期向所有僱員就申訴程序傳達統一的信息。
- *Designate a dedicated person or team to be responsible for handling grievances, which is again clearly communicated to all employees.*  
指定僱員或小組專責處理申訴，並向所有僱員明確傳達此信息。
- *Maintain and monitor records of grievances to ensure the mechanism is working effectively.*  
保存和監察申訴記錄，確保機制有效運作。
- *Have in place a performance pledge that ensures grievances are addressed and resolved within the target time period.*  
訂定服務承諾，確保在目標時限內處理和解決投訴。

**Thank you for completing the Annual Review Form**

**多謝填寫年度問卷**