

## **Existing and planned measures on the promotion of racial equality**

### **Environmental Protection Department**

The Environmental Protection Department (EPD) is responsible for implementing various environmental policies, including enforcement of environmental legislation, management of the operation of waste treatment and disposal facilities, as well as organisation of various community and educational activities aimed at increasing environmental awareness, etc. EPD attaches great importance in facilitating equal access to our services by all members of the public, irrespective of their ethnic background.

Services  
Concerned

- **Environmental Compliance**  
EPD enforces the pollution control ordinances through its four Regional Offices and Territorial Control Office under the Environmental Compliance Division. The Offices also carry out inspections, licensing, and respond to complaints.
- **Waste Reduction and Management**  
EPD manages facilities for collecting, transferring, treating and disposing of a variety of waste types. To allow members of the public to get a better understanding of the waste recycling and treatment processes, guided tours are available in some waste treatment facilities. In addition, to promote community participation, the Waste Reduction Website also provides information on waste generation, reduction, recycling and management in Hong Kong.
- **Customer Services Centre (CSC)**  
The CSC provides a wide range of services through the hotline 28383111, including pollution complaint registration, enquiry services, helpdesk service for the business community and latest news on EPD's services.

Existing  
Measures

- EPD will seek interpretation support services provided by Centre for Harmony and Enhancement of Ethnic Minority

Residents (CHEER) for people of diverse race in taking statements in relation to environmental offences to ensure they can understand the relevant laws and know their rights.

- Visitor centres of the waste treatment facilities provide guided tours in Cantonese, Putonghua, and English. Should requests be received from people of diverse race, we shall consider putting in place additional measures as appropriate to offer the necessary assistance.
- To facilitate people of diverse race to understand the key messages on “Clean Recycling”, the promotion materials are bilingual and the posters are in four languages (i.e. Chinese, English, Filipino and Indonesian).
- When handling calls from non-Chinese/English speaking people of diverse race, the CSC will seek the interpretation support service provided by CHEER in accordance with the established procedures.

Assessment of Future Work • We will continue to review the services from time to time, with a view to meeting the needs of people of diverse race.

Additional Measures Taken / To Be taken • Training/briefing on the Race Discrimination Ordinance and related guidelines will continue to be arranged for staff to enhance their awareness of, and sensitivity to, racial equality.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr. Terence Tsoi - Senior Development Officer (Corporate Affairs) via the following channels -

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