

Existing and planned measures on the promotion of racial equality

Competition Commission

The Competition Commission (the Commission) is an independent statutory body established under the Competition Ordinance (Cap. 619) (the Ordinance). The Commission is tasked to promote a competitive environment that is conducive to free flow of trade, efficiency and innovation, hence bringing more choices and better quality and prices of goods and services to consumers. The Commission attaches great importance to ensuring equal access to its services by all members of the public, irrespective of their racial background.

(A) Complaints from the Public

Services Concerned	To provide channels for the public to make complaints for the Commission to identify possible contraventions of the Ordinance.
Existing Measures	<p>Any person who wishes to make a complaint may contact the Commission by phone/post/email/online complaint form/in person (by appointment only).</p> <p>Chinese and/or English can be used in the above channels.</p> <p>Language services will be arranged where necessary and appropriate.</p>
Assessment of Future Work	The Commission will review the above measures from time to time to meet the needs of the public.

Additional Measures Taken/ to be Taken	The Commission will collect information on “the need for interpretation / translation services” and “preferred language” of service users who need interpretation / translation services in order to assess the impact of our policies and measures on racial equality, and enable continuous improvement of service provision.
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(B) Promoting Competition Ordinance

Services Concerned	To carry out public education campaigns and other initiatives to promote public understanding of the value of competition and how the Ordinance promotes competition.
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Existing Measures	Education materials (such as videos, leaflets, brochures and guidelines) and campaigns’ information are provided in Chinese and English.
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Seminars and briefings on the Ordinance are organised in Cantonese and English. Simultaneous interpretation service will be arranged where necessary and appropriate. Information such as legislation and guidance, consultation and public registers, etc. are available in Chinese and English on the Commission’s website.

Assessment of Future Work	The Commission will review the above measures and enhance them as and when needed.
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(C) Staff Training

Services Concerned	To provide training to staff members of the Commission.
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Existing Measures	Staff members in Human Resources Department attend training on racial discrimination issues regularly to enhance their understanding of race-related issues at work.
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Assessment of	The Commission will regularly assess and review its
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Future Work training policy to promote racial equality at the workplace.

Additional Measures Taken/
to be Taken The Commission will contact the Equal Opportunities Commission or other non-government organisations for assistance in providing tailor-made training on race-related issues to all staff members of the Commission to reinforce their understanding of racial discrimination issues at work.

The Commission will encourage and nominate staff members to attend training on cultural awareness and diversity issues on a regular basis so as to enhance staff understanding of people from different racial and cultural backgrounds and to enhance our services to meet their needs. The relevant information will be uploaded to the Intranet regularly for staff's reference.

For enquiries, please contact the Administration Officer, Ms. Anna Yeung via the following channels –

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Competition Commission
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