

Existing and planned measures on the promotion of racial equality

Financial Services and the Treasury Bureau (Financial Services Branch)

The Financial Services Branch aims to maintain and enhance Hong Kong's status as a major international financial centre; maintain the integrity and stability of the financial system of Hong Kong; ensure orderly and efficient operation as well as prudent and appropriate regulation of the financial markets; and provide a business environment which is open, fair and conducive to financial market developments.

Where applicable, measures shall be taken to cater for the service needs of people of diverse race. The Financial Services Branch shall also continue to ensure that the provision of services to the public is in compliance with the Race Discrimination Ordinance (Cap. 602).

Services Concerned

- Formulating policies and introducing legislative proposals under the policy areas of the Financial Services Branch; overseeing the relevant departments and regulatory authorities; co-ordinating and facilitating the implementation of new initiatives on financial infrastructure to enhance Hong Kong's competitiveness; and facilitating market innovation to deepen and broaden the market.

Existing Measures

- Services of the Financial Services Branch are neutral with regard to race and are delivered in both Chinese and English. Interpretation and translation service shall be arranged where necessary and appropriate, for example through Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER), which provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu and Vietnamese. Arrangements are made to provide staff trainings relating to enhancement of staff sensitivity and understanding of race-related issues, and to collect data and statistics relating to service needs of people of diverse race.

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| Assessment of Future Work | <ul style="list-style-type: none"> ● The Financial Services Branch shall assess its services from time to time, with a view to meeting the needs of the people of diverse race, including data collection on service users of diverse race for the aforesaid assessment. |
| Additional Measures Taken/To Be Taken | <ul style="list-style-type: none"> ● The Financial Services Branch shall put in place necessary measures to cater for the service needs of people of diverse race. |

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(Financial Services Branch)
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