

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

**Environment and Ecology Bureau  
Food Branch**

The Food Branch of the Environment and Ecology Bureau (EEB(FB)) attaches great importance to the promotion of racial equality and ensuring equal access to public services by all members of the public, regardless of their racial background.

Services Concerned	<ul style="list-style-type: none"><li>● Information about our work and policy areas on EEB website is available in both Chinese and English. Publicity materials are also available in Chinese and English.</li><li>● Measures have been put in place to facilitate reception of members of the public at EEB(FB) offices.</li></ul>
Existing Measures	<ul style="list-style-type: none"><li>● Interpretation service will be arranged where necessary and appropriate through Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). CHEER provides telephone interpretation services in eight languages, namely, Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese.</li><li>● Communication aid such as language identification card is available to help our staff to communicate with members of the public where appropriate.</li></ul>
Assessment of Future Work	<ul style="list-style-type: none"><li>● Staff members will be arranged to attend training to enhance their awareness of and sensitivity to racial equality.</li></ul>
Additional Measures Taken/To Be Taken	<ul style="list-style-type: none"><li>● Feedback will be collected from staff members for regular review.</li></ul>

For enquiries concerning EEB(FB)'s existing and planned measures on the promotion of racial equality, please contact Executive Officer (Admin), Miss YU Yee-sin, via the following channels -

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