

Existing and planned measures on the promotion of racial equality

Food and Environmental Hygiene Department

Food and Environmental Hygiene Department (FEHD) is committed to ensuring that food sold in Hong Kong is safe and fit for consumption, and maintaining a clean and hygienic living environment for the people of Hong Kong. FEHD attaches great importance to ensuring equal access to our services by all members of the public, irrespective of their ethnic background.

Services Concerned

- FEHD provides a wide range of services, such as food safety control; import control on live food animals; management of food incidents; the provision of environmental hygiene services and facilities; combating avian flu, dengue fever and Japanese encephalitis; and the promotion of public education on food safety and environmental hygiene.

Existing Measures

- Information about FEHD's services is available on the websites of FEHD and Centre for Food Safety (CFS) in the two official languages of Hong Kong (i.e. Chinese and English). In addition, informative and educational leaflets / booklets are published in both official languages for distribution to the general public.
- FEHD has translated a number of pamphlets / educational materials on environmental hygiene services as well as food safety advices and guidelines into other languages, including Bahasa Indonesia, Malay, Hindi, Japanese, Korean, Nepali, Tagalog, Thai and Urdu. The pamphlets / educational materials have been uploaded to websites and social media platforms of FEHD and CFS to facilitate easy access and reference.

- Interpretation services will be arranged where necessary and appropriate to service users through the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) which is operated by the Hong Kong Christian Service and commissioned by the Home Affairs Department. CHEER provides interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai, Urdu, Vietnamese and Punjabi. For persons arrested and/or under investigation, interpretation services will be arranged where necessary to ensure that they can understand the relevant laws breached and their rights.

Assessment of
Future Work

- FEHD regularly assesses and reviews our services. Feedback / suggestions from service users of different races will be considered for continuous improvement of the services.

Additional
Measures
Taken/To Be
Taken

- Training courses are arranged for staff to enhance their awareness of and sensitivity to racial equality.
- FEHD will continue to translate more service leaflets / pamphlets into other languages and upload them to the websites of FEHD and CFS as appropriate.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr Desmond KWOK, Executive Officer (General)3 via the following channels :

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