

Existing and planned measures on the promotion of racial equality

Customs and Excise Department

The Customs and Excise Department (C&ED) is a law enforcement agency committed to protecting the Hong Kong Special Administrative Region against smuggling, protecting and collecting revenue on dutiable goods, detecting and deterring narcotics trafficking and drug abuse, protecting intellectual property rights, protecting consumer interests, protecting and facilitating legitimate trade and fulfilling international obligations. We always serve with professionalism and fairness and without regard to race and ethnic origins.

A. Dealing with the Members of the Public

Existing Measures

- Services are provided in Chinese and/or English. All information leaflets and pamphlets available for distribution to the public are printed in both Chinese and English.
- C&ED provides interpretation services where necessary to persons arrested and detained to ensure that they can understand the relevant laws and their rights.
- A dedicated team has been established for enhancing C&ED's recruitment promotion efforts to non-ethnic Chinese (NEC) community and building a network with NEC youth through outreaching to relevant schools and organisations.
- C&ED engages the youth of different race through a newly introduced youth programme "Customs YES" with a view to fostering young people's positive values, law-abiding awareness as well as sense of belonging to the society and country via a diversified array of education-oriented activities.

Assessment of Future Work

- Statistics are being collected on “number of interpretation and translation services”, “interpretation and translation services by language” and “complaints lodged by service users who have interpretation/translation needs” for ongoing monitoring of effective service provision.

Additional Measures Taken / To Be Taken

- Where necessary and practicable, interpretation services are arranged for people when providing services to them.

B. Training of Staff

Existing Measures

- All new recruits of the C&ED have to undergo training on racial equality in induction training programmes to enhance staff’s understanding of and sensitivity towards racial equality issues.
- In-house courses on racial equality are arranged to foster a multicultural and respectful work culture.

Assessment of Future Work

- C&ED regularly assesses and reviews its training policy. Feedback and comments from officers, other departments and NGOs are collected for enriching the content of the training programmes on racial equality for arranging suitable training courses for staff to improve their knowledge on racial equality.

Additional Measures Taken / To Be Taken

- Staff are arranged to attend courses on racial sensitivity and cultural diversity organised by the Civil Service College of the Civil Service Bureau, in conjunction with the Equal Opportunities Commission.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Miss Augusta CHUNG, Deputy Departmental Secretary (Management Support), via the following channels -

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May 2023