

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

### **Highways Services**

The Highways Department (HyD) aims to develop and upkeep the road network as well as to plan and implement railway development to world class standards. HyD attaches great importance to ensuring equal access to our services by all members of the public, irrespective of their racial background.

Services  
Concerned

- The main areas of services provided by HyD are expanding and improving the road network, maintaining the integrity of the road network, providing technical support and setting standards for the construction and maintenance of the road network, and implementing the Railway Development Strategy and formulating plans for further development of the railway network.

Existing  
Measures

- Information about HyD and our services is available on HyD's website in the two official languages of Hong Kong (i.e. Chinese and English). In addition, informative and educational leaflets/booklets are also published in both official languages for the general public.

Assessment of  
Future Work

- Feedback/ suggestions from service users of diverse race will be recorded and considered.

Additional  
Measures  
Taken/To Be  
Taken

- HyD will identify suitable leaflets/booklets for translation into languages for the people of diverse race and uploading onto HyD's website on a need basis.
- HyD will make use of the free of charge Telephone Interpretation and Enquiry Service (TELIS) provided by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) in eight languages of the diverse race, namely, Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese, at reception counters. Other language services will be used on a need basis.

- Poster for publicity of free of charge TELIS (offered by CHEER) will be displayed at the reception counters to make the public aware of the availability of this language service.
- HyD will arrange staff concerned to attend training as appropriate to enhance their understanding of and sensitivity to racial equality.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Assistant Departmental Secretary/Administration, Miss TSE Hei-yu, Heidi, via the following channels -

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**Highways Department**  
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