

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

### **Hong Kong Monetary Authority**

The Hong Kong Monetary Authority (HKMA) is Hong Kong's central banking institution. The HKMA has four main functions:

- maintaining currency stability within the framework of the Linked Exchange Rate System;
- promoting the stability and integrity of the financial system, including the banking system;
- helping to maintain Hong Kong's status as an international financial centre, including the maintenance and development of Hong Kong's financial infrastructure; and
- managing the Exchange Fund.

The HKMA attaches great importance to promoting equal access to its services by all members of the public, regardless of their racial background.

#### **A. Access to various public services and information provided by the HKMA**

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|--------------------|---|
| Services Concerned | <ul style="list-style-type: none"><li>• The HKMA provides various services and information to the general public that are relevant to the functions of the HKMA.</li></ul>  |
| Existing Measures  | <ul style="list-style-type: none"><li>• All information is available in English and Chinese on the HKMA's official website, Information Centre, social media platforms, information leaflets and pamphlets as far as possible.</li><li>• HKMA's enquiry and complaint handling services are available in both written and spoken Chinese and English.</li></ul> |

- A dedicated webpage (<https://www.hkma.gov.hk/eng/smart-consumers/information-in-other-languages/>) has been developed in the “Smart Consumers” section of the HKMA’s official website to provide information in eight languages (i.e. Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu and Vietnamese) regarding the following topics:
  - Account opening
  - Treat Customers Fairly Charter
  - Security tips on using Automated Teller Machines (ATMs)
  - General Principles of the Code of Banking Practice
  - Understanding Dormant accounts
  - Financial health
  - Deposit Protection Scheme

Assessment of Future Work

- The HKMA reviews its services from time to time and will make improvements where necessary, having regard to feedback / suggestions from its staff and members of the public.

Additional Measures Taken/To Be Taken

- The HKMA has put in place free telephone interpretation services for members of the public as appropriate if they would like to make enquiries or complaints via the HKMA’s hotlines, but are not conversant with English or Chinese. The interpretation services cover eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu, and Vietnamese.
- The HKMA has updated the dedicated webpage in the “Smart Consumers” section of the HKMA’s official website to also include Vietnamese.

## **B. Training of staff**

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|---------------------------------------|--|
| Services Concerned                    | <ul style="list-style-type: none"><li>● The HKMA provides training to staff to facilitate the discharge of its statutory functions.</li></ul>  |
| Existing Measures                     | <ul style="list-style-type: none"><li>● Training, quizzes and email alerts are arranged / circulated regularly to enhance staff's awareness of, and sensitivity to, anti-discrimination matters. The relevant guidelines and ordinances are also centralised in an in-house virtual knowledge centre for staff's easy reference.</li></ul> |
| Assessment of Future Work             | <ul style="list-style-type: none"><li>● The HKMA reviews its training programmes from time to time and will make improvements where necessary, having regard to feedback / suggestions from its staff.</li></ul>   |
| Additional Measures Taken/To Be Taken | <ul style="list-style-type: none"><li>● Training for staff is conducted on a regular basis in cooperation with the Equal Opportunities Commission and other relevant organisations.</li></ul>  |

For enquiries concerning our measures on the promotion of racial equality, please contact Mr Angus Chow, Manager (Corporate Development), via the following channels -

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**Hong Kong Monetary Authority**  
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