

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

### Competition Commission

The Competition Commission (the Commission) is an independent statutory body established under the Competition Ordinance (Cap. 619) (the Ordinance). The Commission is tasked to promote a competitive environment that is conducive to free flow of trade, efficiency and innovation, hence bringing more choices and better quality and prices of goods and services to consumers. The Commission attaches great importance to ensuring equal access to its services by all members of the public, irrespective of their racial background.

#### (A) Complaints from the Public

Services Concerned	To provide channels for the public to make complaints for the Commission to identify possible contraventions of the Ordinance.
Existing Measures	<p>Any person who wishes to make a complaint may contact the Commission by phone/post/email/online complaint form/in person (by appointment only).</p> <p>Chinese and/or English can be used in the above channels.</p> <p>Language services will be arranged where necessary and appropriate.</p>
Assessment of Future Work	The Commission will review the above measures from time to time to meet the needs of the public.

Additional Measures Taken/ to be Taken	The Commission will collect information on “the need for interpretation / translation services” and “preferred language” of service users who need interpretation / translation services in order to assess the impact of our policies and measures on racial equality, and enable continuous improvement of service provision.
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(B) Promoting Competition Ordinance

Services Concerned	To carry out public education campaigns and other initiatives to promote public understanding of the value of competition and how the Ordinance promotes competition.
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Existing Measures	Education materials (such as videos, leaflets, brochures and guidelines) and campaigns’ information are provided in Chinese and English.
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Seminars and briefings on the Ordinance are organised in Cantonese and English. Simultaneous interpretation service will be arranged where necessary and appropriate. Information such as legislation and guidance, consultation and public registers, etc. are available in Chinese and English on the Commission’s website.

Assessment of Future Work	The Commission will review the above measures and enhance them as and when needed.
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(C) Staff Training

Services Concerned	The Commission provides training to staff members to facilitate the discharge of its statutory functions.
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Existing Measures	Training will be arranged for staff, and email alerts will be circulated to enhance their awareness of and sensitivity to race-related issues in the workplace. The relevant guidelines and information are centralized on the Intranet for their easy reference.
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Assessment of Future Work      The Commission will regularly review its training programme to include anti-discrimination and racial equality issues in the workplace. Staff members will be nominated to attend training on diversity and equality to deepen their understanding of racial equality in the workplace.

Additional Measures Taken/  
to be Taken      As needed, the Commission will contact the Equal Opportunities Commission or other non-government organisations for assistance in providing custom training to all staff members, reinforcing their understanding of racial discrimination issues in the workplace.

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**Competition Commission**  
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