

## Paper provided by the Equal Opportunities Commission

### Statistics on Racial Discrimination Enquiries

(for the period from 20 September 1996 to 30 November 2002)

#### Summary Figures

##### By Years

	1996 (from 20 Sep 96)	1997	1998	1999	2000	2001	2002 (up to 30 Nov 02)	Total
Specific Enquiries <sup>(2)</sup>	6	20	10	26	66	48	54	230
General Enquiries <sup>(3)</sup>	not available	not available	not available	14 (from 1 Sep 99)	91	143	135	383
<b>Total</b>	<b>6</b> <b>(1.0%)</b>	<b>20</b> <b>(3.3%)</b>	<b>10</b> <b>(1.6%)</b>	<b>40</b> <b>(6.5%)</b>	<b>157</b> <b>(25.6%)</b>	<b>191</b> <b>(31.2%)</b>	<b>189</b> <b>(30.8%)</b>	<b>613</b> <b>(100%)</b>

##### By Areas Concerned

Areas Concerned <sup>(4)</sup>	Specific Enquiries <sup>(2)</sup> (20 Sep 96 – 30 Nov 02)	General Enquiries <sup>(3)</sup> (1 Sep 99 – 30 Nov 02)	Total
Employment Advertisement / Recruitment	24	28	52 (8.5%)
Other Employment Areas	64	60	124 (20.2%)
Goods, Services and Facilities	35	66	101 (16.5%)
Abusive Language	11	11	22 (3.6%)
EOC's Work / Relevant Legislation	25	127	152 (24.8%)
Education / Training	10	20	30 (4.9%)
Others	38	71	109 (17.8%)
No Detailed Information Recorded <sup>(5)</sup>	23	not applicable	23 (3.7%)
<b>Grand Total :</b>	<b>230</b>	<b>383</b>	<b>613 (100%)</b>

##### Remarks

- (1) OJ Enquiries (enquiries on areas outside the EOC's jurisdiction) are allegations / views made and no investigation or consideration had been made by EOC as they are outside EOC's remit. Such records do not imply that any alleged acts are substantiated or otherwise.
- (2) Some highlights of the specific enquiries are tabulated at Annex I. These specific enquiries were handled by Operation Divisions and recorded in the Complaints Management System from 20 September 1996. Enquirer will often provide some information of a specific case.
- (3) General enquiries which need not be referred to duty officers and handled by the receptionists are listed at Annex II. They are classified as general enquiries because no specific information was given by the enquirers and also include cases that the enquirer does not consider it necessary to speak to a duty officer. For general enquiries, simple statistics have been kept since 1 September 1999.
- (4) Callers will be informed that the government policy bureaux/departments are taking care of the issues and the telephone number of the responsible person of the bureau/department will be given to the caller for further contact with. If consent given, information of the call will also be forwarded to the responsible person of the bureau/department concerned for follow-up actions.
- (5) Some specific enquiries handled by Operation Divisions in early days were recorded without detailed information captured.

## Specific Enquiries on Racial Discrimination

(for the period from 20 September 1996 to 30 November 2002 with data from Complaints Management System)

1996 (from 20 Sep 96)	1997	1998	1999	2000	2001	2002 (up to 30 Nov 02)	Total
6 (2.6%)	20 (8.7%)	10 (4.3%)	26 (11.3%)	66 (28.7%)	48 (20.9%)	54 (23.5%)	230 (100%)

Area	No. of Cases	Some Highlights
Employment Advertisement / Recruitment	24	<ul style="list-style-type: none"> <li>● enquired whether it was a discrimination if an employer only employed people who were permanent residents of HK or gave preference to those who were born in HK</li> <li>● an employer asked if it was unlawful to state that foreigner was required in a recruitment advertisement</li> <li>● an Indian who spoke fluent Cantonese alleged that she called a food factory in response to its recruitment advertisement for a job. When the one answered her call knew that she was an Indian, the person said that there was no vacancy</li> <li>● a Chinese who had stayed overseas for a long time called up for a job in a school but was told that they would hire Caucasians only</li> <li>● an enquirer alleged that she was discriminated against on the ground of her race when she applied for a post which required a Native English Speaker</li> <li>● an anonymous letter against a public utility company that all their engineering consultants employed a large ratio of non-Chinese professionals</li> <li>● asked whether a recruitment advertisement can specify that only Japanese/German are welcome</li> <li>● a local newspaper asked if they could publish "Philippino Architect wanted"</li> <li>● an Indian alleged that an advertisement placed by a modelling agency specified that they only wanted applicants who were white, Chinese or Japanese</li> <li>● a recruitment advertisement specified the nationality of a position "Japanese Guest Services Officer"</li> <li>● an enquirer alleged that the Cantonese in Hong Kong had discriminated against her because she was a non-Cantonese and therefore she could not find any job</li> <li>● an enquirer alleged that a tourism company only recruited staff from mainland China</li> <li>● an enquirer said that it was difficult for a Pakistan to find a job in Hong Kong and the employer would rather employ Nepalese but not Pakistan</li> <li>● callers alleged that some recruitment advertisements stated race related requirements</li> <li>● an enquirer asked if there was any Ordinance which restricted people from Mainland to work in HK and if there was any Ordinance which prohibited discrimination against them</li> <li>● enquirers alleged that they were racially discriminated against when applying for jobs</li> <li>● an English teacher expressed concern about the Native-speaking English Teacher (NET) Scheme launched by the Education Department was discriminatory against one's race</li> </ul>

Area	No. of Cases	Some Highlights
Other Employment Areas	64	<ul style="list-style-type: none"> <li>● a new immigrant from the Mainland alleged that her employer forced her to resign because she was not able to speak fluent Cantonese, though the job did not require her to speak Cantonese most of the time</li> <li>● enquirers commented on the different treatments to local and foreign employees in their companies</li> <li>● an enquirer alleged that his company discriminated against local people and promoted expatriates only</li> <li>● an Indian alleged that he was not promoted because of his race</li> <li>● an Indian claimed that he was discriminated against at workplace because of his race</li> <li>● an enquirer alleged that his employer had discriminated against him on the ground of race by employing a foreigner to replace him</li> <li>● enquired about foreign domestic helpers to be employed as incidental driver</li> <li>● refused employment on the ground that the enquirer was a British</li> <li>● the Police as an employer, mistreated the enquirer, an ethnic Pakistanis</li> <li>● an enquirer alleged that all of his colleagues were provided with an insurance package covering their spouse and children whereas he was not, because his wife was a Filipino and the wife of his employer had a prejudice against Filipinos</li> <li>● an expatriate beautician alleged that she was treated unfairly by her company and paid less than other local beauticians who did not have any qualification in the profession</li> <li>● some Nepali workers in Hong Kong were not given bonus by their employers because of their race</li> <li>● a Chinese worker treated unfairly by his company as the worker had sided with Nepalese employees</li> <li>● a Chinese lady dismissed by her boss from US, alleged to be racist</li> <li>● an enquirer shared his experience that he was discriminated against by his colleagues because he belonged to a minority ethnic group. He was disappointed that the ex-LegCo did not pass the Race Discrimination Bill.</li> <li>● commented on practice of Japanese bank, serving morning tea to Japanese males only</li> <li>● an enquirer expressed opinions on some unfair treatments between Chinese and Westerners in his company</li> <li>● an ethnic Chinese expressed her unhappy encounter when the colleagues teased her on her inability to speak Cantonese fluently in workplace</li> <li>● a non-Chinese said he could not find a job although he was a degree holder and felt that he was discriminated against</li> <li>● an enquirer alleged that his employer picked the local Chinese engineers to be laid off but chose to retain non-Chinese or expatriate engineers to continue to provide the maintenance service</li> <li>● commented on the double standard of the Security Bureau refusing to grant working visas on the ground of nationality for domestic helpers from Mainland</li> <li>● an enquirer alleged that his ex-employer had discriminated against him on the ground that he was a new immigrant</li> <li>● an Indian teacher said that his salary was lower than another teacher because of his race</li> </ul>

Area	No. of Cases	Some Highlights
Other Employment Areas (cont'd)		<ul style="list-style-type: none"> <li>● an enquirer felt that she had been discriminated against by her ex-employers who kept the new arrivals and sacked her</li> <li>● an enquirer alleged that he was discriminated by a potential employer on the ground of his double nationality (HK and Australian)</li> <li>● an enquirer said that the terms and conditions in the employment contracts of native English teachers were “remarkably” different from ethnic Chinese teachers for doing similar jobs</li> <li>● a Vietnamese Chinese alleged that his supervisor had discriminated against him by being picky of him because of his nationality and race</li> <li>● an enquirer wrote to complain about the unfair treatment given to a Chinese section head in his/her working environment</li> <li>● an HR staff wrote to ask for recommendation of the list of ethnic groups / nationalities to be put on a form for collecting the data of ethnic group / nationality of its staff</li> <li>● enquirer, who was an Assistant Professor, was hired in 1992 by the University and his contract would not be renewed by the University. He asked whether it is race discrimination</li> <li>● the enquirer alleged that the Immigration Department had discriminated against those investors from Macau (who entered Hong Kong after 1979) by not giving them working permits. On the other hand, the ID would grant working permits to other foreigners and investors from the Mainland</li> <li>● the enquirer, who was an expatriate, was dismissed due to localization, he would like to know whether the EOC could help him</li> <li>● an enquirer alleged that his supervisor had given him a poor performance appraisal on the ground of his race</li> <li>● an enquirer, who worked for a Pakistani-owned company, alleged her employer had laid off her and discriminated against her on the ground of her race</li> <li>● an enquirer asked how EOC could help if they found an Indian staff badly treated by another staff</li> <li>● an enquirer alleged that he found it hard to get a job in Hong Kong because there was racial discrimination</li> <li>● enquirers alleged that they were being discriminated in employment on the ground of race</li> <li>● a caller complained that his employer discriminated against him because he was a new immigrant from Mainland China</li> <li>● an enquirer said her employer made a group of staff redundant but different terminal payment were awarded to local and expatriate staff</li> <li>● a caller complained against an university for race discrimination that the university dismissed 8 Asian/South East Asian lecturers and hired a few Caucasian lecturers to replace them</li> <li>● an enquirer alleged that he was discriminated against by his supervisor because he could not speak Cantonese and he was asked to quit the job</li> <li>● an enquirer would like to lodge a complaint on race discrimination in relation to employment</li> <li>● an HR staff asked if the company would amount to unlawful racial discrimination by giving less advantage computers to junior staff who were mainly local people, whilst reserved the better equipments for the senior staff who were mainly foreigners</li> </ul>

Area	No. of Cases	Some Highlights
Goods, Services and Facilities	35	<ul style="list-style-type: none"> <li>● a prisoner complained about Correctional Services Department's rigid policy on food allocation according to different ethnic groups</li> <li>● an enquirer complained that his international student card was not recognized by a cinema for a discount for movie tickets</li> <li>● an enquirer alleged that a hostel under the Social Welfare Department refused to provide Japanese food for his Japanese grandmother</li> <li>● a property management company enquired whether it would be unlawful to disallow maids who were mainly Philipinos and Indonesians to use the swimming pool of the estate they managed</li> <li>● Filipino domestic helpers banned from using the common area on the estate on the basis that they were not residents</li> <li>● a telecom shop only sold their mobile phones to permanent HK residents</li> <li>● foreigners were charged a higher price for a haircut</li> <li>● a dentist refused to serve non-Japanese</li> <li>● an enquiry regarding race discrimination when applying for a loan from the bank</li> <li>● a hockey union asked if admission restricted to Chinese would contravene the law</li> <li>● an enquirer complained against a property management office which issued notices in Chinese only</li> <li>● enquirer alleged that she and her sister were treated less favourably by an airline in seating arrangement in Seoul because of their race</li> <li>● a female from South Africa was rejected service by a taxi driver who said to her "no black in taxi"</li> <li>● an enquirer said that the Social Welfare Department rejecting his application of Fee Assistance (學前資助服務) for his son was discriminating against his wife who was not a permanent resident of HK</li> <li>● less favourable treatment received from a hospital due to discrimination against people who came from Mainland China</li> <li>● an enquirer complained against an estate management that they did not install an Indian TV Channel</li> <li>● an enquirer complained that a hotel sat a higher charge for Asian</li> <li>● an enquirer lodged a complaint of racial discrimination that he had been treated badly by an English bar tender of a local bar</li> <li>● an enquirer wrote to complain about a decision of the management office of the estate he/she lives for being racist by posting a notice excluding domestic helpers from enjoying the residents' club's facility</li> <li>● an enquirer said that the staff club of the Civil Servants did not allow domestic helper to enter since the space in the staff club was very limited and could not accommodate too many persons. Enquirer said that this issue was reported by press last weekend and the representative of domestic helpers said such measure was an unlawful discrimination. Enquirer called to ask for EOC's views</li> <li>● the enquirer, a Pakistani, wrote to protest that there was no TV programme of his dialect</li> <li>● an enquirer alleged that a bank presented its website in English only</li> </ul>

Area	No. of Cases	Some Highlights
Goods, Services and Facilities (cont'd)		<ul style="list-style-type: none"> <li>● a Nepalese lost her traveller's cheques and found the bank staff had discriminated against her by not helping her to replace them</li> <li>● a Philipino maid working in HK alleged that her employer only allowed local maids to use the passenger lift while she was only allowed to use the cargo lift</li> <li>● an enquirer complained against manner of a staff at a bank to be racist</li> <li>● an enquirer alleged that she had been discriminated against by three salespersons at a shop, who shouted at her in Cantonese, which she did not understand</li> <li>● an enquirer alleged that a supermarket treated Filipino maid unfairly by making them wait for a longer time for services</li> <li>● an enquirer complained about an organization which did not allow people from HK, Macau, China and Taiwan to visit an exhibition</li> <li>● an enquirer alleged that his friend, whom was a Filipino, was discriminated against by a bus driver for deliberately drove the bus away</li> <li>● an enquirer, a local Chinese, alleged that a sandwich company had refused to deliver sandwich to him while agreeing to deliver it to his Italian friend to the same address</li> <li>● an enquirer alleged that a driver of a franchised bus company treated the family of his niece badly on the ground of their race</li> <li>● an enquirer alleged that he had been discriminated against on the ground of his race. When he enquired about the details of a product at a booth in an exhibition, he was told that the company which managed the booth would not supply goods to Chinese</li> </ul>
Abusive Language	11	<ul style="list-style-type: none"> <li>● three Taiwanese tourists were treated badly in separate occasions at the airport by the airline company/security officer/immigration officer because of their nationality</li> <li>● a letter to the Police Complaint Unit was copied to the EOC; the writer alleged that she was discriminated against by a policeman who demanded her not to speak English</li> <li>● an enquirer raised her discontent that she was called “北姑” by her colleagues</li> <li>● an ethnic Chinese alleged that an immigration officer called her “雜種” when she walked pass the counter at the border of Shenzhen after the officer learned from her identity card that her surname was not a Chinese typical one</li> <li>● an enquirer said that she had been discriminated against by other teachers in the school on the ground of her race as an Indian. They had treated her badly, beaten her and spoken abusive languages to her. She had lodged complaints with the school principal but no action had been taken</li> <li>● a locally born Pakistani alleged that an Immigration officer uttered ‘shi ah cha’ (死阿差) at the airport counter</li> <li>● an anonymous enquirer alleged that radio host uttered “Ah Char” on the air</li> <li>● an enquirer alleged a hawker had discriminated against her on the ground of her place of origin by telling her “返去大陸買喇，你哋大陸人真麻煩” and described her a “prostitute”</li> </ul>

Area	No. of Cases	Some Highlights
EOC's Work / Relevant Legislation	25	<ul style="list-style-type: none"> <li>● enquired about whether EOC looked into the problems of new immigrants</li> <li>● asked whether EOC handled complaint about racial discrimination</li> <li>● enquired whether there was a race discrimination ordinance / code of practice</li> <li>● asked whether there was any mechanism to lodge a complaint about discrimination against new migrants</li> <li>● a caller expressed that he disagreed to a radio programme talking about the need to have legislation on racial discrimination</li> <li>● there is a correspondence between Chairperson and HAB and a expatriate who supported anti-racial discrimination legislation in HK</li> <li>● the enquirer, who claimed herself as a policewoman, voiced out her view about race issues initially. She does not agree with the view of the EOC Chairperson on the issue</li> <li>● an enquirer asked whether the EOC had information on racial discrimination</li> <li>● an enquirer suggested to put up some messages against racial discrimination in the EOC web site</li> <li>● an enquirer referred to a recent conflict between Nepalese and local Chinese in a village and urged EOC to act for preventing racial discrimination</li> <li>● an enquirer asked why race discrimination was not within the jurisdiction of the EOC</li> <li>● an enquirer was concerned that there was no legislation outlawing racial discrimination and asked for the stance of the Government on the matter</li> </ul>
Education / Training	10	<ul style="list-style-type: none"> <li>● an enquirer complained that her application to a course was declined because she came from China</li> <li>● an enquirer alleged that he had been rejected by Institute of Vocational Education for a technician evening course on the ground of his nationality</li> <li>● a caller lodged a complaint against the Education Department for racial discrimination. He suspected that due to his son's nationality (non-Chinese), a less favourable student number was allocated to his son, which is unique and different from those allocated to regular students</li> <li>● enquirer, an Indian, alleged that her brother had been discriminated against on ground of race in the SSPA system. Her brother was allocated a place at a secondary school which was his 5<sup>th</sup> choice. Upon her enquiry, the Education Department told her that they deliberately allocated her brother a place at that school owing to his race, believing that he welcomed such arrangement</li> <li>● a group of anonymous Pakistan parents, who could not read Chinese, alleged that the Education Department had sent Chinese instead of English notice to them</li> <li>● a group of Chinese parents wrote in to complain about the admission policy of students of Primary 1 by the English Schools Foundation and opined that the policy was discriminatory on the ground of race</li> <li>● a group of educators were concerned about that a publisher, which was going to publish a guide book to educational choices, using racial composition as a "feature" to promote the product to their schools</li> <li>● an enquirer inquired whether there would be racial discrimination in his son's school by treating him less favourably than other German students</li> <li>● an enquirer wrote to enquire about racial discrimination on provision of educational services</li> </ul>

Area	No. of Cases	Some Highlights
Others	38	<ul style="list-style-type: none"> <li>● an enquirer opined that the EOC should not fight for the illegal immigrants, having read an interview report of C/EOC in a local newspaper. Clarified with her that C/EOC referred to those who had gone through the screening process in accordance with the law</li> <li>● an enquirer felt that the SAR government had been discriminating against the local HK people by spending money exclusively on the new immigrants</li> <li>● a local born Pakistani was rejected by the Immigration Department in applying for the permanent residency and he felt being discriminated against because of his race</li> <li>● an enquirer complained against the Immigration Department about their different treatments in granting of the right of abode to children holding visa and those holding double-journey permits</li> <li>● an enquirer complained against the Immigration Department that they rejected his application for reunion with his wife being a resident of Kiribati for less than two years</li> <li>● an enquirer alleged that the Immigration Department had discriminated against his daughter, who was born in the Mainland and had not got the right of abode in Hong Kong, by not allowing her to stay in Hong Kong</li> <li>● an enquirer expressed that the warning notices posted in a public area to remind passengers to keep the area clean should not be written in Chinese only because this imposed a negative image of Chinese. Foreigners should also be reminded</li> <li>● an enquirer complained about a TV commercial which imposed derogative image on Phillipino maids</li> <li>● a beauty contest always favoured Asian contestants</li> <li>● a Pakistanis complained that he was humiliated by the staff of the Headquarters of the Immigration Department who were rude and declined to inform him of the policy properly</li> <li>● a security guard did not allow the enquirer to use the phone to report an indecent assault case because the respondent was a Japanese</li> <li>● an enquirer complained that he/she was not allowed to join a competition because he/she was not Chinese</li> <li>● an enquirer complained that he was discriminated against (being an Indian) by the Immigration Department who refused to grant him unconditional permit to stay in HK</li> <li>● an enquirer opined that coloured people are unjustly treated by the law enforcement bodies, and even by the Judiciary</li> <li>● an enquirer imprisoned for life claimed that other Chinese convicted were given only 3 months to 8 years imprisonment but she was sentenced to life</li> <li>● an Indian student expressed grievances against the police for taking down his personal particulars and telling him that his particulars would be stored in a data base for non-Chinese</li> <li>● an enquirer said that prisoners who are immigrants from mainland received less favourable treatments in HK</li> <li>● an enquirer alleged that she had been discriminated by expatriates in HK and people of the Caucasian race on the ground of her race</li> <li>● an enquirer asked if their committee was appropriate to sponsor a programme that only caters for India-Pakistan people</li> </ul>



Area	No. of Cases	Some Highlights
Others (cont'd)		<ul style="list-style-type: none"> <li>● an enquirer wrote and said that new arrival children from the Mainland China were being discriminated against</li> <li>● HAB updated the EOC on HAB's record of received enquiries/complaints in relation to racial discrimination</li> <li>● HAB received a correspondence of an Indian lady regarding racial discrimination and asked for C/EOC's views</li> <li>● a concern group wrote to EOC re. their views on the "New Conditions of Stay" policy for foreign domestic workers and sought for EOC's support to their campaign against the policy and the 2-week rule</li> <li>● an enquirer asked for the contact no. of Mr. Mak Hoi Wah of Movement Against Discrimination (MAD) re. Racial Discrimination issues</li> <li>● an enquirer wrote in to complain about an incident whereby he was suspected by a bank, the Police Station and the Commercial Crime Bureau. He felt in their handling he was discriminated against on account of his race</li> <li>● an enquirer, a Malaysian, called to express that the Police discriminated against his brother on the ground of race for he was accused of committing a sexual offence</li> <li>● a caller complained that the Legal Aid Department discriminated against him on the ground of race by working on his application slowly</li> <li>● an enquirer alleged that he had been unfairly treated in an application for public housing on the ground of his wife's place of origin</li> <li>● an enquirer asked whether the Government might had discriminated against her by not granting her the right of abode in HK</li> <li>● an enquirer asked about information on racial discrimination faced by domestic helpers</li> <li>● an enquirer alleged that he was discriminated against on the ground of his race in his daily life</li> <li>● a swimming athlete alleged that a staff of his sport association did not allow one of his teammates to participate in a swimming competition because he/she was a new-arrival from Mainland and his/her family background was poor</li> <li>● an enquirer sent the EOC with newspaper clippings and comments on racial discrimination in the Government</li> <li>● enquirers expressed their concerns on race discrimination</li> </ul>
No Specific Information Recorded	23	<ul style="list-style-type: none"> <li>● a local Nepalese felt being discriminated against</li> <li>● an enquirer found that a woman who expressed her views in a radio phone-in programme was discriminatory against people born in China</li> <li>● an enquirer expressed her views on female migrants from Mainland China about their using the social benefits at the expense of the people of HK</li> <li>● an enquirer alleged that she was discriminated against on the ground of her race</li> </ul>
<b>Total :</b>	<b>230</b>	

## **General Enquiries on Racial Discrimination**

(telephone enquiries handled by receptionists during the period from 1 September 1999 to 30 November 2002)

<b>1999 (from 1 Sep 99)</b>	<b>2000</b>	<b>2001</b>	<b>2002 (up to 31 Nov 02)</b>	<b>Total</b>
14 (3.7%)	91 (23.8%)	143 (37.3%)	135 (35.2%)	383 (100%)

<b>Area</b>	<b>No. of Cases</b>	<b>Some Highlights</b>
Employment Advertisement / Recruitment	28	<ul style="list-style-type: none"> <li>● not offered employment because he/she spoke with an accent</li> <li>● enquired whether an American restaurant's recruitment ad could state that only Americans would be hired for the post of chef</li> <li>● recruitment ad specifically required applicants to be of a certain colour/nationality</li> <li>● the caller suspected that he was discriminated against in a job interview because he looked like a foreigner</li> <li>● complained that the Government required job applicants to have lived in Hong Kong for at least 7 years</li> <li>● got a raise lower than those of other colleagues. Suspected that it was racial discrimination</li> <li>● asked whether it was racial discrimination for a school to specifically state that it would only hire Europeans for the post of teacher</li> <li>● complained that an employer did not employ Indians</li> <li>● complained that an employer did not employ local workers</li> <li>● an employer enquired whether he/she could specifically state in a recruitment ad that people from Mainland China were welcomed to apply</li> <li>● not offered employment because of not being able to speak Cantonese</li> <li>● asked if it was unlawful to state in an recruitment ad that only people from Mainland China should apply</li> <li>● enquired about racial discrimination in the course of job application</li> <li>● enquired whether a recruitment ad could state that applicants must be able to speak Cantonese</li> <li>● enquired whether it was discrimination if a recruitment ad stated that only permanent residents of Hong Kong should apply</li> </ul>

Area	No. of Cases	Some Highlights
Employment Advertisement / Recruitment  (cont'd)		<ul style="list-style-type: none"> <li>● enquired whether it was lawful to ask for the nationality of job applicants</li> <li>● was it unfair if an employer only employed Chinese and not foreigners</li> <li>● a warehouse needed to have a post filled. Enquired whether it was unlawful to reject foreign applicants on the ground that a foreign employee would have communication problem with the all-Chinese team of colleagues</li> <li>● a kindergarten looked for a “Lady English Teacher”. The caller’s wife applied for the job but got rejected because she was not a foreigner</li> <li>● complained of not getting employed because she was a new arrival</li> <li>● suspected that employment was not offered on the ground of nationality</li> </ul>
Other Employment Areas	60	<ul style="list-style-type: none"> <li>● complained that her supervisor/colleagues discriminated against her because she was a new arrival</li> <li>● the prospect and treatment of teachers who were non-native English speakers were less favourable than those of native English speakers</li> <li>● complained against supervisor for nationality discrimination</li> <li>● suspected that his employer committed racial discrimination. He was subjected to discourteous treatment; and the foreign employer often scolded Chinese employees</li> <li>● a security guard said that his supervisor was unfair in setting shift schedules, presumably because he was a new arrival</li> <li>● complained that the employer paid double pay for different people on different days. Racial discrimination suspected</li> <li>● complained of being dismissed by the employer on the ground of his/her ethnicity/race</li> <li>● complained against employer for discriminating against new arrival employees</li> <li>● enquired about racial discrimination in employment</li> <li>● complained that his Filipino employer discriminated against Chinese</li> <li>● the employer, whose home town was Fujian, was particularly good to staff from Fujian</li> <li>● complained of being discriminated against by foreign colleagues at work</li> <li>● a Filipino, having failed 7 times in nurse school entrance</li> </ul>

Area	No. of Cases	Some Highlights
Other Employment Areas  (cont'd)		<p>examination, suspected it was caused by racial discrimination</p> <ul style="list-style-type: none"> <li>● employer refused to employ new arrival who had not lived in Hong Kong for 7 years</li> <li>● complained that the Immigration Department refused to let people from Mainland China to come to work in Hong Kong</li> <li>● employer would take out insurance policies for colleagues going on overseas trips but no insurance policy was taken out for her. She suspected that this was racial discrimination because she was the only Chinese in the company</li> <li>● complained that it was unfair that the terms of the employment contracts of foreign employees were better than those of local employees</li> <li>● a Korean was discriminated against by his Chinese supervisor</li> <li>● a Pakistani complained of being discriminated against in employment</li> <li>● an employer enquired whether the wages of foreign and local domestic helpers were different</li> <li>● a caller was scolded by supervisor and regarded this as discrimination against Mainlanders</li> <li>● complained that Westerners in the company did not allow Chinese to speak</li> <li>● the company provided an English version software for one foreign employee, whereas 20 odd employees had to share one Chinese-version software. Regarded the practice as unfair</li> <li>● the caller was a kindergarten teacher of an international kindergarten. Because the number of students did not increase, the kindergarten doubted her English standard and cut her salary by half, and arranged for a foreign teacher to take up half of her work. She regarded this as discrimination on the ground of nationality</li> <li>● enquired whether it was racial discrimination if the employer did not renew her contract on expiry and instead hired a foreign employee to replace her</li> <li>● the caller's wife was a new arrival. She worked as a cashier and was discriminated against by her colleagues.</li> <li>● the caller's employer was an Indian. She suspected that the employer discriminated against her on the ground of her race</li> <li>● enquired whether a foreign supervisor regarding his subordinate's English standard as poor would constitute discrimination</li> <li>● a sales manager of an American food company working in China was suddenly transferred back to Hong Kong and suspected to be racially discriminated against</li> </ul>

Area	No. of Cases	Some Highlights
Other Employment Areas  (cont'd)		<ul style="list-style-type: none"> <li>● the caller complained that her supervisor discriminated against her for being dumb, because she was from Mainland China and did not understand English</li> <li>● the caller had an argument with his supervisor's wife and as a result his supervisor did not provide him with training opportunities. He suspected the employer of committing racial discrimination</li> <li>● the company gave more favourable treatment to employees from Mainland China. Comparatively speaking, employees from Hong Kong were given less favourable treatment</li> <li>● complained against employer for racial discrimination</li> <li>● complained that the employer only cancelled free meals of Chinese employees. Regarded this as racial discrimination</li> <li>● a caller was injured at work in a construction site. Complained that the employer took advantage of his being a new arrival and delayed reporting his work injury</li> <li>● a Filipino was unfairly treated by his supervisor. Racial discrimination suspected</li> <li>● caller's wife, who was a new arrival, was employed by a company. After reporting for duty she found that her wages were lower than those of others. Enquired whether she was discriminated against on the ground that she was a new arrival</li> <li>● complained of being dismissed by employer on the ground of being a new arrival</li> <li>● when offering severance packages the employer was suspected of racial discrimination because wages were paid for local employees' outstanding annual leave, but not for new arrival employees'</li> <li>● a security guard was dismissed because the chairperson of the owners' corporation criticized him as "bad looking" and not being a fellow townsman from Fujian. He regarded that as unfair.</li> <li>● a certain post of a Japanese company was originally held by a Japanese. The post is now filled by a person from Hong Kong. But the workload is now heavier than before. Asked if this is discrimination on the ground of nationality</li> <li>● enquired whether there could be different wage standards for people of different races</li> <li>● complained that concession card arrangements for families members of KMB staff were unfair, in that family members from the Mainland were required to collect the concession cards in person.</li> <li>● enquired whether it was in contravention of the Racial Discrimination Ordinance if staff of an overseas affiliated</li> </ul>

Area	No. of Cases	Some Highlights
Goods, Services and Facilities	66	<p>company were treated less favourably</p> <ul style="list-style-type: none"> <li>● enquired whether it was discriminatory if only those with a 3-asterisk Identity Card were eligible for registering as a member of a certain website</li> <li>● enquired whether rejecting a new arrival's loan application was unlawful</li> <li>● complained against a telecommunication company for discriminating against her because she did not have a 3-asterisk Identity Card, and refusing to accept proof of address by fax</li> <li>● enquired whether it was unlawful if a trade union did not accept foreigners' applications for membership</li> <li>● complained against a fitness centre for discriminating against her on the ground that she was a Filipino, and for unfair treatment in the provision of service</li> <li>● complained that a hotel charged people from Japan and Singapore at different rates</li> <li>● a certain property owner only accepted foreigners as tenants. Enquired whether this was unlawful</li> <li>● complained that a property owner refused to rent a flat to a foreigner</li> <li>● an occupant of a luxury flat requested the management office to prohibit Filipino domestic helpers to use the sofa in the lobby. If the management office put up a notice to that effect, would it be in contravention of the Racial Discrimination Ordinance</li> <li>● regarded that Filipino domestic helpers were also members of the family. Therefore they should be allowed to use the facilities of the club house</li> <li>● a new arrival complained of being discriminated against in the course of buying a mobile phone service plan</li> <li>● complained that doctor(s) of a hospital discriminated against new arrivals/Mainlanders/two-way exit permit holders</li> <li>● complained that a certain video club served Japanese customers only</li> <li>● complained that a certain hotel would not accept room reservations by Hong Kong people</li> <li>● Vietnamese refugees could not join the mandatory provident fund scheme</li> <li>● a boutique owner discriminated against Chinese customers</li> <li>● complained that a travel agency did not accept Filipino/Filipino domestic helpers joining package tours</li> </ul>

Area	No. of Cases	Some Highlights
<p>Goods, Services and Facilities</p> <p>(cont'd)</p>		<ul style="list-style-type: none"> <li>● enquired whether it was unlawful to prohibit Filipino domestic helpers to use/enter the club house</li> <li>● complained that a notice outside a building on the Garden Road stated that only “Westerners” would be served. Regarded this as discrimination</li> <li>● a management office of a building required that all workers, including Filipino domestic helpers, could only use the service lift. Enquired whether this was racial discrimination</li> <li>● complained that an airline company discriminated against Hong Kong people</li> <li>● a gift show only gave free magazines to foreigners. Enquired whether this amounted to discrimination</li> <li>● enquired whether a club house could request Filipino domestic helpers to buy admission tickets</li> <li>● complained that a bar only served foreigners</li> <li>● complained that a club house did not serve Filipino/foreign domestic helpers</li> <li>● complained that a shop assistant discriminated against him when he bought a mobile phone, on the ground that he was a new arrival</li> <li>● a new arrival can apply for a credit card but not a personal Octopus card. Dissatisfied with the fact that the staff member(s) of a bank did not explain clearly beforehand that non-permanent residents were not eligible to apply for personal Octopus cards</li> <li>● complained that the Hospital Authority charged a pregnant Mainlander a fee</li> <li>● a restaurant did not serve his wife because she was not a Hong Kong resident</li> <li>● a new arrival enquired whether it was unlawful for a bank to require that credit card applicants be permanent residents of Hong Kong</li> <li>● complained that a restaurant only allowed foreigners to have their meals on the beach</li> <li>● whether it was lawful under the anti-discrimination ordinances for a Japanese company to hold a talk for Cantonese speaking people only</li> <li>● felt that the doctor discriminated against her mother-in-law because she spoke with an accent. Asked whether a complaint could be lodged</li> <li>● complained that a taxi driver discriminated against</li> </ul>

Area	No. of Cases	Some Highlights
Goods, Services and Facilities  (cont'd)		Mainlanders <ul style="list-style-type: none"> <li>● the workmen's compensation insurance policies for Filipino and local domestic helpers were different. Packages were available for Filipino domestic helpers but not local helpers</li> <li>● complained that a restaurant had two menus and the one in Japanese charged higher prices</li> <li>● complained that while in a foreign country, he/she could not catch a flight because of racial discrimination on the part of an airline company</li> <li>● complained that Filipino domestic helpers were not allowed to use the main entrance of a certain building</li> <li>● enquired whether property rental ad could specify the ethnicity of the tenants</li> <li>● enquired whether a transport company charging foreigners higher fees was discriminatory</li> <li>● complained that a certain exhibition did not accept the participation of people from China, Hong Kong and Macau. Regarded this as racial discrimination</li> <li>● a real estate agent enquired whether the fact that a property owner specified that he/she would not rent his/her flat to a foreigner was discriminatory</li> <li>● complained that a certain telecommunications company discriminated against Filipino domestic helpers in refusing to provide them reasonable service</li> <li>● complained that an exhibition offered free admission to foreigners. But people from South East Asia had to pay a fee to enter the venue</li> <li>● complained that a bank refused to open a children savings account for his son because she was a Filipino domestic helper</li> <li>● a foreign citizen complained that a taxi driver might have committed racial discrimination</li> <li>● complained that a bank had refused to open an account for her because she was a Philippines passport holder</li> <li>● complained that a pawn shop discriminated against Chinese</li> <li>● complained that a restaurant only welcomed Chinese patrons</li> </ul>
Abusive Language	11	<ul style="list-style-type: none"> <li>● called a foreigner "gwai lo" (ghost guy). Afraid that he/she might be sued for racial discrimination</li> <li>● complained that the wordings of "south seas black-ghost (nigger) oil" and "red flower oil" were racially discriminatory</li> <li>● complained that the lyrics of the song "Summer Girl", contained the sentence "China who makes me sick", was</li> </ul>



Area	No. of Cases	Some Highlights
Abusive Language  (cont'd)		<p>discriminatory</p> <ul style="list-style-type: none"> <li>● a telephone company, in attempting to collect debts, called the caller a “Mainland boy” over the phone</li> <li>● being called a “Mainland woman”/”Ah Chaan”(a derogatory term) by a hawker</li> <li>● complained that a doctor called her “Mainland woman”</li> <li>● the caller’s friend, who was a non-permanent resident of Hong Kong, mistakenly waited in the queue of permanent residents, got scolded and felt aggrieved</li> <li>● a new arrival was insulted in the market place and felt being discriminated against</li> <li>● a caller’s friend spoke Cantonese with an accent. Therefore customers scolded him and asked if he was “from the Mainland”</li> </ul>
EOC’s Work / Relevant Legislation	127	<ul style="list-style-type: none"> <li>● enquired about Racial Discrimination Ordinance/guidelines</li> <li>● enquired about the progress of the enactment of the Racial Discrimination Ordinance</li> <li>● enquired about the laws on racial discrimination and discrimination against new arrivals</li> <li>● enquired whether discrimination on the ground of one’s home province was covered by law</li> <li>● enquired whether there was a Racial Discrimination Ordinance</li> <li>● saw that the enactment of a Racial Discrimination Ordinance was mentioned on TV. Regarded that legislation was not necessary because of freedom and human rights</li> <li>● complained that the enactment of a Racial Discrimination Ordinance would be unfair to the people of Hong Kong</li> <li>● proposed for the enactment of a Racial Discrimination Ordinance</li> <li>● enquired whether the EOC had the power to handle issues relating to Filipino domestic helpers being refused entry to venues such as a club house</li> <li>● requested the EOC to handle matters relating to the discrimination against new arrivals</li> <li>● enquired about a funding programme on racial discrimination</li> </ul>
Education / Training	20	<ul style="list-style-type: none"> <li>● teachers/students discriminated against new arrival students</li> <li>● complained that a primary school discriminated against Chinese students in admitting students</li> </ul>

Area	No. of Cases	Some Highlights
Education / Training  (cont'd)		<ul style="list-style-type: none"> <li>● complained that the teachers of a retraining programme of the Construction Industry Training Authority committed racial discrimination</li> <li>● a kindergarten was located in an interim housing area. It was suspected that the kindergarten discriminatorily regarded that all interim housing residents were new arrivals</li> <li>● the security courses of the Retraining Council discriminated against new arrivals in student admission</li> <li>● complained that the school discriminated against his son because he was not a new arrival</li> <li>● a student complained that secondary school needed to consider his admission application because he had not lived in Hong Kong for 7 years and that his Identity Card number started with the letter C</li> <li>● the caller, holding a Document of Identity (DI), applied for a visa to study overseas. But she failed in the international English language examination. As a result her visa application was not approved. She felt that the Australian Consulate General in Hong Kong had discriminated against her because she would not have needed to take the examination if she were a Hong Kong resident</li> <li>● the caller's son was a mixblood. He was bullied and treated violently by his classmates and the school bus attendant</li> <li>● the caller's son graduated from a university overseas and came back to Hong Kong. His application to a university in Hong Kong was unsuccessful and he suspected racial discrimination</li> <li>● complained that the school provided supplementary classes for new arrival students only</li> <li>● complained that the kindergarten his/her daughter applied for had discriminated against her because she was a holder of a Document of Identity</li> <li>● complained that a human rights organization's effort to help children without a Certificate of Entitlement to enroll in schools was unfair to the people of Hong Kong</li> <li>● complained that foreigners enrolling in courses of the Retraining Council needed to take an examination on the use of Chinese</li> <li>● complained that the Education Department treated new arrival students more favourably in allocating school places for them. Whereas the caller's application for changing schools as a result of moving house was not approved. Regarded this as unfair</li> <li>● complained that his/her application for enrolment in a certain course was rejected because he/she was a new arrival</li> </ul>

Area	No. of Cases	Some Highlights
Education / Training  (cont'd)		<ul style="list-style-type: none"> <li>● complained that the government-subsidized logistics courses were discriminatory against new arrivals</li> </ul>
Others	71	<ul style="list-style-type: none"> <li>● foreign companies discriminated against Chinese</li> <li>● complained that a new arrival's application for subsidy was rejected</li> <li>● complained that the Immigration Department treated people from different countries or people with different identities differently in handling their right-of-abode applications</li> <li>● the caller was a new arrival. He saw an elderly woman fall down on the ground in the street. The woman asked him to take her to a police station. On arriving at the police station the police asked him if he was a new arrival and said that new arrivals often abused police manpower. He felt that he was discriminated against</li> <li>● complained that the Immigration Department discriminated against him/her on the ground of his/her place of birth</li> <li>● complained that the police used Chinese to press charges, resulting in her husband's failure to understand the charges</li> <li>● a foreign woman in a disco stole the caller's handbag. The security guard and police officers treated the foreign woman more favourably and asked her (caller) to close the case</li> <li>● complained that a police officer committed racial discrimination in giving out traffic tickets</li> <li>● colleague(s) discriminated against people from different regions</li> <li>● complained that a certain restaurant was more eager to serve foreign customers</li> <li>● discriminated against by Filipinos</li> <li>● complained that KCR staff did not provide service in good English, which was racially discriminatory against foreigners</li> <li>● complained that staff member(s) of a railway company discriminated against Indonesian domestic helpers</li> <li>● complained that a TV commercial on rising ratings discriminated against Indians</li> <li>● being discriminated against because he allegedly looked like a Mainlander</li> <li>● the caller came back to Hong Kong from England and the Immigration Department could not ascertain his nationality. He regarded it as racial discrimination</li> </ul>

Area	No. of Cases	Some Highlights
Others  (cont'd)		<ul style="list-style-type: none"> <li>● complained that a taxi driver refused to accept his hire because the journey was too short and hit him. He suspected racial discrimination</li> <li>● a Japanese's application to participate in a piano competition was rejected because the winner would represent Hong Kong in another competition</li> <li>● an Indonesian domestic helper was often yelled at by an elderly person. Enquired whether this was racial discrimination</li> <li>● complained that a certain report was racially discriminatory</li> <li>● complained that Filipino domestic helpers were discriminated against</li> <li>● the caller's husband abused her son and did not allow him to eat. So she called the police. She complained that the police discriminated against her because she was a new arrival</li> <li>● complained/enquired about discrimination against new arrivals</li> <li>● a tenant of a shopping mall complained that since other tenants and the members of the owners' corporation were mostly from Fujian, which was not his hometown, he was treated unfairly.</li> <li>● the caller's friends had just come from Mainland China and could not apply for social security or public housing. He/she suspected that the Housing Department had discriminated against them.</li> <li>● the caller's husband was a foreign passport holder, who was serving a sentence in Stanley Prison. He had made a request for western style meals for a long time and yet the request was still not acceded to. He felt that he was discriminated against.</li> <li>● complained that new arrivals' academic qualifications were treated discriminatorily</li> <li>● complained that the staff members of the Immigration Department committed racial discrimination against Chinese</li> <li>● the Huanggang border control discriminated against non Hong Kong residents. Hong Kong residents were given priority in crossing the border</li> <li>● enquired whether documents of the owners' corporation of a building being provided in Chinese only (without English version) amounted to discrimination</li> <li>● enquired whether it would amount to discrimination if a company's promotional publications were written in Chinese only</li> </ul>
Others		<ul style="list-style-type: none"> <li>● enquired how non-Chinese students could blend into society</li> </ul>

Area	No. of Cases	Some Highlights
(cont'd)		<ul style="list-style-type: none"> <li>● a sandwich shop distributed free sandwiches to foreigners but not Chinese on the street</li> <li>● enquired whether providing correspondence documents in English only would incur complaints of racial discrimination</li> <li>● complained that the Chinese Medicine Ordinance discriminated against practitioners from Mainland China</li> <li>● the caller's Filipino neighbour was discriminated against. Enquired whether he/she could lodge a racial discrimination complaint</li> <li>● suspected that a radio programme had discriminated against Chinese</li> <li>● complained that the Housing Department discriminated against his son because he was not a Hong Kong resident, and did not allow him to be added to the household</li> <li>● complained of racial discrimination</li> <li>● complained that a judge discriminated against new arrivals</li> <li>● complained that the Housing Department treated new arrivals more favourably. They could get large units (for 5-member families) more easily. Since the caller was a Hong Kong resident and his/her family had only 4 members, he/she could not get a large unit</li> <li>● complained that the Thai Consulate-General in Hong Kong committed racial discrimination</li> <li>● asked for teaching materials on racial discrimination</li> <li>● complained that all those discriminated against were two-way exit permit holders</li> <li>● enquired about racial discrimination</li> <li>● complained that a consumer lodged a claim against the telecommunications company that the caller operated in relation to its product. The caller regarded that the decision of the court favoured the consumer and suspected racial discrimination as both the court and the consumer's mother tongue was English</li> <li>● complained that a report of a magazine on the work and income of distributors discriminated against distributors living in public housing and new arrival distributors</li> <li>● enquired about nationality discrimination</li> </ul>
Others		<ul style="list-style-type: none"> <li>● complained that government departments discriminated against indigenous villagers, in not abiding by the Basic Law</li> </ul>

Area	No. of Cases	Some Highlights
(cont'd)		<p>and in having inconsistent principles on demolition works. Requested the enactment of a Racial Discrimination Ordinance to help indigenous villagers</p> <ul style="list-style-type: none"> <li>● complained that the Education Department discriminated against substitute teachers holding a Mainland certificate</li> <li>● the caller, a two-way exit permit holder, came to Hong Kong to visit her husband, who worked as a cleaner of a building. She accompanied her husband at work. But the foreman said that since she was a two-way exit permit holder, she could not help her husband at work. She felt that she had been discriminated against</li> <li>● complained that the government discriminated against new arrivals in not providing them with sufficient welfare benefits</li> </ul>
<b>Grand Total :</b>	<b>383</b>	