



消費者委員會 CONSUMER COUNCIL

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來函檔號 YOUR REF.

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本函檔號 OUR REF.

Ms Debbie YAU  
Secretary  
Panel on Economic Development  
Legislative Council Complex  
1 Legislative Council Road, Central  
HONG KONG

Dear Ms Yau,

Release of the Code of Practice of the Laundry Industry

The Consumer Council (the Council) has as one of its functions as stipulated in its Ordinance (Cap 216), the role of encouraging and assisting businesses with the development of codes of practice. To this end, the Council worked with the Laundry Association of Hong Kong (the Association) in developing a Code of Practice of the Laundry Industry (the Code), so as to promote good market practices, sustainable industry environment, and fair and cordial relationship between industry participants and their customers.

With stakeholders' support, the Code sets out detailed guidelines and requirements with great emphasis on the Trade Descriptions Ordinance (Cap 362), the Personal Data (Privacy) Ordinance (Cap. 486), the Competition Ordinance (Cap 619), occupational safety and environmental protection.

Furthermore, to strengthen mechanism and effectiveness of consumer redress, an independent Complaints Review Committee will be established to adjudicate complaint cases independently.

Enclosed please find a copy of the Code (in Chinese language) for your information. The Council hopes that through the implementation of the Code, professionalism of the laundry industry will be enhanced and protection to consumers will be strengthened.

The Code is also available for download on the Council's website at [www.consumer.org.hk](http://www.consumer.org.hk) and the Association's website at [www.laundryassociation.hk](http://www.laundryassociation.hk). If there are any queries about the Code, please feel free to contact me at 2856 8554.

Yours sincerely,

Victor Hung

Head, Planning & Trade Practices Division  
Consumer Council

Encl.