

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

### **Hong Kong Science & Technology Parks Corporation**

Comprising Science Park, InnoCentre and Industrial Estates, Hong Kong Science & Technology Parks Corporation (HKSTP) is a statutory body dedicated to building a vibrant innovation and technology ecosystem to connect stakeholders, nurture technology talents, facilitate collaboration, and catalyse innovations to deliver social and economic benefits to Hong Kong and the region.

Services Concerned	<ul style="list-style-type: none"><li>● HKSTP currently manages several funding schemes which are open for application from eligible individuals or companies.</li></ul>
Existing Measures	<ul style="list-style-type: none"><li>● Although the applicants of our programmes are mostly limited to companies, HKSTP ensures all service users of diverse races have an equal opportunity to access and use our services, appropriate language services will be provided upon user's request.</li></ul>
Assessment of Future Work	<ul style="list-style-type: none"><li>● HKSTP will continue to strictly enforce the existing measures and assess the language service needs regularly based on the number of requests received and the number of interpretation services provided.</li></ul>
Additional Measures Taken/To Be Taken	<ul style="list-style-type: none"><li>● Publicise the availability of language services at all service centers and HKSTP website which brings this to the attention of service users.</li></ul> <p>Display “language identification card” at the service centers to indicate the availability of language services is helpful to service users who can communicate with limited Chinese or English.</p> <p>Draw up operation guidelines for language services, ensure all staff, especially frontline customer service staff, are aware of the language services policies and familiar</p>

with the prescribed work procedure, and provide staff with timely direction and assistance whenever needed

Provide training to staff to enhance their sensitivity and understanding of racial equality in the provision of services, required skills and techniques to work effectively with service users, interpreters, etc.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact HKSTP via the following channels: -

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