



## Seminar on Understanding the Anti-discrimination Ordinances – Quality Service and Staff Management

**Anti-discrimination ordinances** are closely related with our work. Do you know how to answer the following questions?

- Is it unlawful disability discrimination if there are insufficient barrier-free facilities in a retail shop due to geographical limitations?
- Under the Race Discrimination Ordinance, is it unlawful if only providing food menu and promotional leaflets in Chinese to customers?
- How to handle staff recruitment, sick leave and work performance issues in a non-discriminatory manner?
- Can I lodge a sexual harassment complaint against my female / male colleague who wearing miniskirt / low waist pants and deliberately exposing herself / himself to me?



If you are interested in the above topics, act now to enroll in the seminar! The training course consists of short talk, case study and video show.

**Date:** 23 January, 2013 (Wednesday)  
**Time:** 2:30 - 4:30pm  
**Venue:** Room 301, First Commercial Building,  
33-35 Leighton Road, Causeway Bay  
**Language:** Cantonese  
**Speaker:** Ms. Sandy Lung,  
Training Officer, Equal Opportunities Commission



**Content:**

- ◇ Applicable fields of the four anti-discrimination ordinances – customer service and staff management
- ◇ Unlawful acts
- ◇ Legal liability of employees and employers
- ◇ EOC's complaints handling procedures

**Fee : \$50 (member) / \$80 (non-member)**

### **ENROLLMENT**

Due to limited seats, enrollment would be made on a **first-come-first-served** basis. In case of unsuccessful enrollment, HKRMA will notify the applicants individually.

No refund for cancellation or no-show, but substitution is allowed with advanced notice.

For any inquiries, please contact the Association at 2866-8311.

To 致: Hong Kong Retail Management Association 香港零售管理協會  
10/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong  
香港銅鑼灣禮頓道 33-35 號第一商業大廈 10 樓  
Fax 傳真: 2866-8380 Tel 電話: 2866-8311



## ENROLMENT FORM 參加表格

### Seminar on Understanding the Anti-discrimination Ordinances – Quality Service and Staff Management 「認識反歧視條例 之 優質服務與人事管理」講座

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#### Participant Information 參加者資料

Company : \_\_\_\_\_  
公司名稱

Contact Person (Mr./Ms.) : \_\_\_\_\_ Position : \_\_\_\_\_  
聯絡人 (先生/女士) 職位

Tel : \_\_\_\_\_ Fax : \_\_\_\_\_  
電話 傳真

Email : \_\_\_\_\_  
電郵地址

The following person(s) will attend the captioned seminar 出席者如下:

<u>Name 姓名</u>	<u>Position 職位</u>	<u>E-mail 電郵</u>
(Mr.先生/Ms.女士)*	_____	_____
(Mr.先生/Ms.女士)*	_____	_____
(Mr.先生/Ms.女士)*	_____	_____

\* Please delete whichever inappropriate \*請刪去不適用者

#### Payment Method 付款方法

##### **Cheque Payment 支票:**

Enclosed is a cheque for 現付上支票 HK\$ \_\_\_\_\_ for the seminar.  
(支票抬頭「香港零售管理協會」或“Hong Kong Retail Management Association Ltd”)

\*\*\*\*\*  
If a receipt is required, please complete the section below. 如需收據, 請填妥以下資料

Name 姓名: \_\_\_\_\_  
Address 地址: \_\_\_\_\_

**Enrollment will be made on a first-come-first-served basis 名額先到先得**