

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

### Hong Kong Internet Registration Corporation Limited

Hong Kong Internet Registration Corporation Limited (HKIRC) is a not-for-profit and non-statutory corporation designated by the Government of the HKSAR to manage and administer all Internet domain names under the country-code top level domains for Hong Kong (".hk" and ".香港").

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|---------------------------------------|--|
| Services Concerned                    | <ul style="list-style-type: none"><li>● HKIRC provides registration services through its registrars for domain names ending with ".com.hk", ".org.hk", ".gov.hk", ".edu.hk", ".net.hk", ".idv.hk", "公司.香港", "組織.香港", "政府.香港", "教育.香港", "網絡.香港", "個人.香港", ".hk" and ".香港".</li></ul>  |
| Existing Measures                     | <ul style="list-style-type: none"><li>● The main communication languages with our individual and organisational clients are English &amp; Chinese (Cantonese &amp; Putonghua).</li></ul>   |
| Assessment of Future Work             | <ul style="list-style-type: none"><li>● Evaluation such as number of enquiries that requires in different languages shall be conducted periodically to ensure that service quality does not vary due to clients' racial background.</li></ul>  |
| Additional Measures Taken/To Be Taken | <ul style="list-style-type: none"><li>● Customer service representatives are instructed to ensure that service quality does not vary due to clients' racial background.</li><li>● We have coordinated with Hong Kong Christian Service to provide the translation service whenever required. We will change HKIRC websites so that the non-English and non-Chinese speaking users can get the language services.</li></ul> |

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr Derrick Yuen, Project Manager via the following channels -

Telephone no. : 2319 2303  
Fax no. : 2319 2626  
Email : [info@hkirc.hk](mailto:info@hkirc.hk)  
Postal Address : Hong Kong Internet Registration Corporation Limited  
Unit 501, Level 5, Core C, Cyberport 3, 100 Cyberport  
Road, Hong Kong

**Hong Kong Internet Registration Corporation Limited**  
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