

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").

Services Concerned	<ul style="list-style-type: none">● 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".
Existing Measures	<ul style="list-style-type: none">● The main communication languages with our individual and organisational clients are English & Chinese (Cantonese & Putonghua).
Assessment of Future Work	<ul style="list-style-type: none">● 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.
Additional Measures Taken/To Be Taken	<ul style="list-style-type: none">● Customer service representatives are instructed to ensure that service quality does not vary due to clients' racial background.● 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.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Marketing & Communications team via the following channels -

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