

## 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"><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 Marketing & Communications team via the following channels -

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**Hong Kong Internet Registration Corporation Limited**  
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