# 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


## Existing Measures

- The main communication languages with our individual and organisational clients are English & Chinese (Cantonese & Putonghua).

## Assessment of Future Work

- 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

- 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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July 2022