**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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| ServicesConcerned |  | HKIRC provides registration services through its registrarsfor 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 |  | 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 |  | Customer service representatives are instructed to ensure |
| Measures |  | that service quality does not vary due to clients’ racial |
| Taken/To Be |  | background. |
| Taken |  |  |
|  |  | We have coordinated with Hong Kong Christian Service to provide the translation service whenever required. Wewill 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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**Hong Kong Internet Registration Corporation Limited May 2023**