



Operation Excellence
卓越營運



Cyberport's Award and Recognition 數碼港獎項及殊榮



The Hong Kong Institute of Directors -
"Directors Of The Year Awards 2019" & "Recognition of Excellence in Board Diversity"
香港董事學會 -
2019年度「傑出董事獎」及「董事會多元化卓越嘉許獎」



The Hong Kong Management Association -
2020 HKMA Quality Award "Excellence Award"
香港管理專業協會 -
2020年度優質管理獎「Excellence Award」



Professionalism leads the way

Our team is our most important asset, and is spearheading Hong Kong's digital technology development. To achieve staff excellence, our Human Resources Team launched a special award programme to inspire creativity and applaud extraordinary performance. The team also organises training workshops and programmes regularly, such as inviting ICAC representatives to advise new employees on anti-corruption guidelines and best practices. In addition, quarterly Town Halls encourage two-way communication between management and staff. Management will highlight the latest company developments to colleagues and address their questions, to create a more thorough understanding of the company's development strategy.

Remarkable corporate governance

Our exceptional corporate governance earned "Directors Of The Year Awards 2019" and "Recognition of Excellence in Board Diversity" from The Hong Kong Institute of Directors in November 2019. Besides, Cyberport received the 2020 HKMA Quality Award "Excellence Award" from the Hong Kong Management Association in August 2020. Our directors' and management's efforts place Cyberport in a stronger position to promote digital transformation and adaptation of innovative technology to benefit society at large.

Cyberport boasts a team of dedicated staff who are committed to our public missions, fostering the development of Hong Kong's I&T sector. This includes an exceptional Board of Directors that provides outstanding corporate governance; staff whose devotion enable start-ups, technology companies, and community members to pursue entrepreneurial dreams; and support staff who upkeep premises to provide a high performance and safe campus for enterprises and start-ups.

數碼港一群敬業樂業的員工致力肩負起公眾使命，以促進香港創新科技產業發展為己任。卓爾不群的董事局提供優秀的企業管治；員工的熱忱成就初創企業、科技公司及社群成員追求創業夢想；支援人員亦努力維持園區環境，為企業和初創公司提供一個高效且安全的創科基地。



Cyberport Campus Management Team put in place a series of timely anti-epidemic measures
面對疫情，數碼港園區管理團隊迅速採取一系列的防疫措施

Epidemic response

In the face of COVID-19, the Cyberport management adopted measures to ensure workplace health while maintaining productivity. This included implementing a Dual-Team Work Arrangement to ensure business continuity, providing timely information and updates on the epidemic, supplying face masks to staff, and sustaining stable off-site VPN access for all employees.

Our Campus Management Team also put in place a series of anti-epidemic measures, including allocating additional manpower for body temperature monitoring, setting up UV light with photocatalytic air purifiers and foggers for air return and fancoil sanitisation, and increasing sanitisation of public areas, facilities and tenant buses.

積極抗疫 迅速應變

面對新型冠狀病毒，數碼港管理層積極採取應變措施，保持工作效率，亦同時確保工作間的衛生水平。我們實施了雙團隊工作安排，讓員工分批上班以確保業務的持續性，並適時提供最新疫情資訊、供應口罩，以及並為所有員工提供穩定的虛擬私人網絡(VPN)連接，支援在家工作。

數碼港園區管理團隊同時實施一系列防疫措施，包括增加人手量度體溫、使用紫外線光系統、光催化技術空氣淨化器、回流風霧化器及風機盤管消毒等，亦加強消毒公眾地方、設施及租戶專車。



Cyberport received two awards from The Hong Kong Institute of Directors in recognition of Cyberport's exceptional corporate governance
數碼港的企業管治備受香港董事學會的肯定，獲授予兩個獎項

專業精神 引領前路

專業的團隊是數碼港最重要的資產，引領著香港的數碼科技發展。為鼓勵員工追求卓越，人力資源部推出一項特別獎勵計劃，以啟發員工創意，並嘉許卓越表現。人力資源團隊亦定期舉辦培訓計劃和工作坊，包括邀請廉政公署代表向新入職員工講解防貪守則。此外，每季的全體員工大會更鼓勵管理層與員工之間的雙向交流，由管理層講解公司最新發展及回應同事提問，讓員工對公司的發展策略有更全面透徹的了解。

企業管治 卓越非凡

數碼港卓越的企業管治備受肯定，於2019年11月獲香港董事學會授予2019年度「傑出董事獎」及「董事會多元化卓越嘉許」。此外，數碼港亦於今年8月，獲香港管理專業協會頒發2020年度優質管理獎「Excellence Award」。董事們及管理層的貢獻進一步穩固數碼港在推動數碼轉型及創新科技應用方面的領導地位。

Smart office solutions

Cyberport is continually improving our staff's working environment. In January, all of our staff were relocated to the newly renovated and expanded office, incorporating a number of smart office solutions developed by our community members to enhance business efficiency. For example, a video intercom system has been installed at the entrance of the office, which enables our administrative colleagues to communicate with visitors through the smart video call system, allowing for more efficient arrangements of manpower and resources. We also have an Indoor Air Quality (IAQ) and Energy Management Dashboard to drive thermal comfort and continuous energy-efficiency improvement; as well as introduced a point-to-point delivery robot that can deliver mail and packages to workstations and rooms simply by scanning a QR code.

Important testing ground

In addition to offices and co-working spaces, the Cyberport campus and Arcade collectively act as an important testing ground for start-ups to deploy their solutions where they can collect invaluable feedback on customer experiences and daily operations before going to market. This in turn gives visitors and users of these facilities the opportunity to experience the benefits of novel digital technology solutions.

One important physical space which showcases innovative solutions from the Cyberport community is CyberLab. Adjacent to the brand new esports venue in the Arcade, CyberLab presents



CyberLab is situated next to the esports venue, showcasing the applications and products from the digital entertainment & esports cluster
CyberLab位於電競場地旁，展示數碼娛樂及電競的應用方案及產品

智能工作 創新方案

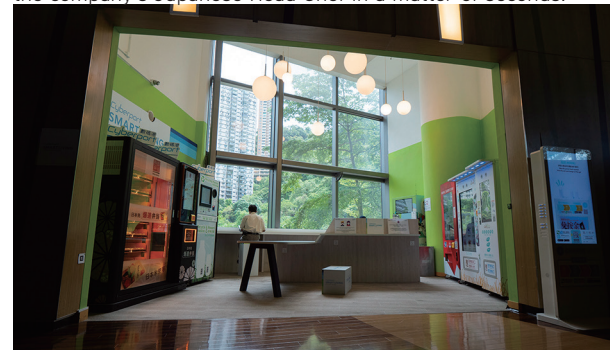
數碼港持續提升員工的工作環境。公司於一月份遷至全新裝修及擴建的辦公室，當中融入不少由社群成員研發的智能辦公室創新方案，大大提升業務效率。例如，於辦公室入口新增設的視像對講機，能透過智能電話系統與訪客溝通，方便行政部同事更靈活調配人事及工作安排，提升效率。我們還安裝室內空氣質素感應器以及能源管理儀表板，以監察空氣質素和冷氣性能，從而提高能源效益；同時我們引入點對點派遞機械人，通過掃描二維碼將郵件和包裹派送到員工的工作間。

理想的試驗場所

除了辦公室和共享工作空間外，數碼港園區和商場共同為初創企業提供理想的試驗場所，以試行他們的解決方案，並收集用家體驗後的寶貴意見，儘早在推出市場前解決日常營運中

applications and hardware from the Digital Entertainment & Esports cluster. Manned by a tour-guide robot, visitors are able to experience Mixed Reality applications as well as glasses-free three-dimensional content in the space. One of the most impressive installations is the 270° Racing Simulator from Cyberport incubatee Godzspeed, which provides an immersive experience allowing users to simulate professional racing in 3D-modeled real world courses.

Located at the heart of Cyberport's IT Street is the Smart Living Concept Store, a 24-hour self-service retail space that allows Cyberport start-ups to showcase their smart retail, smart marketing, and smart management solutions. One such example is the Hot Food Vending Machine from Wada Bento. The machine provides hot and fresh Japanese Bentos that are designed by the company's Japanese Head Chef in a matter of seconds.



Smart Living Concept Store provides an important testing ground for start-ups to deploy their solutions
智慧生活概念店為初創企業提供重要試驗場所，試行他們的解決方案



Godzspeed's 270° Racing Simulator is showcased at CyberLab for visitors to simulate professional racing
CyberLab擺放了Godzspeed的270度賽車模擬器，讓訪客模擬專業賽車

可能面臨的問題。透過使用這些設施，訪客和用戶亦能夠體驗嶄新的數碼科技解決方案所帶來的好處。

CyberLab是一個雲集數碼港社群創新方案的實體空間。毗鄰數碼港商場全新的電競場地，CyberLab展示了數碼娛樂及電子競技集群中一系列的應用方案和硬件。訪客來到就會有機械人導遊帶領，感受混合實境應用和裸眼3D觀影等科技體驗。當中來自數碼港培育公司Godzspeed的270度賽車模擬器，更讓用戶身臨其境，在3D建模世界模擬專業賽車。

智慧生活概念店，則位於數碼港資訊大道的中心，是一個24小時自助零售空間，供數碼港初創企業展示其智能零售、智能營銷和智能管理方案。和田便當的熱食自動販賣機便是其中之一，只需幾秒鐘，販賣機即能提供由日籍主廚精心炮製的新鮮熱騰騰日本便當。

Immersed in technology

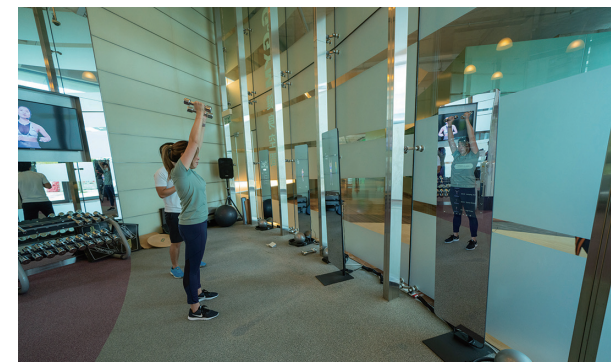
Beyond these two dedicated spaces which put start-ups' products in the spotlight, innovative solutions are also infused into the surroundings of the campus, providing an immersive technological experience to its users.

The Smart Toilet is situated on the second floor of the arcade. With digital signs which show real-time availability of stalls as well as other data gathered using sensors placed throughout the toilets. The toilet doors are equipped with self-sanitizing handles as one of the anti-epidemic measures. Smart mirrors are also deployed for better supervision of the amenities. The overall customer experience has been improved by adopting innovative digital technology solutions provided by the Cyberport community.

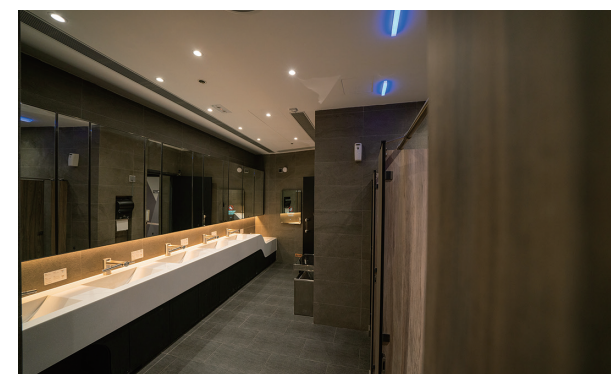
Other facilities include electric vehicle charging stations at the car park of Cyberport 3 offered by Cyberport incubatee oneCHARGE and Smart Lockers provided by another Cyberport incubatee, Pakpobox.

Le Méridien Cyberport

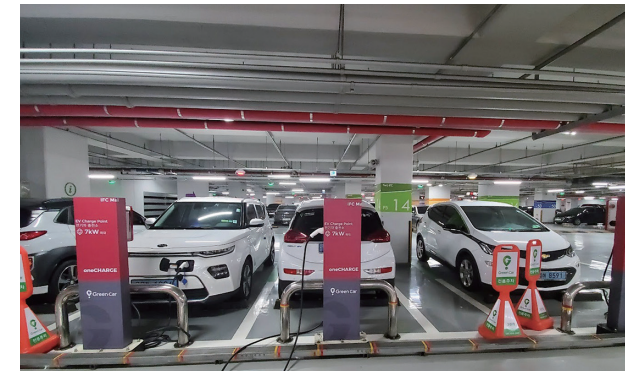
As an integral part of Cyberport, Le Méridien Cyberport has been providing top-class hotel accommodation for visitors and is a meeting point for Cyberport community members and overseas guests. During the year, the hotel adopted new smart hospitality technology to enhance customer experience and operational efficiency. This included introducing a mobile key system for hotel guests, installing smart mirrors developed by the start-up KARA Smart Fitness in both the hotel gym and GoGym, and collaborating with Cyberport start-ups to offer cutting-edge smart living technologies to visitors.



Cyberport gym rooms have been equipped with smart mirrors, introducing advanced fitness technology to visitors
健身室設置智能鏡子，為訪客帶來嶄新的健身科技體驗



Smart Toilet brings together multiple digital solutions from Cyberport start-ups
Smart Toilet集合多個數碼港初創企業的數碼方案



Innovative technology solutions by Cyberport incubatees are applied at different locations of Cyberport campus
數碼港初創企業的創新科技方案應用在園區的不同地點

打造科技新體驗

除了這兩個特別為展示初創公司產品而設的空間以外，數碼港還把創新方案的元素注入到園區各處，為用戶提供革新的科技體驗。

Smart Toilet位於商場的二樓，並配備智能屏幕實時顯示洗手間的使用情況以及感應器所收集的其他數據。另外，洗手間亦安裝具自動消毒功能的門柄，是園區防疫措施之一。洗手間內還安裝了智能鏡子，以助更好地監控設施。通過採納數碼港社群所研發的創意數碼科技解決方案，整體用戶體驗得以大大改善。

其他設施包括數碼港培育公司oneCHARGE設於數碼港三座停車場的電動車充電站，以及另一間數碼港初創公司Pakpobox提供的智能儲物櫃。

智能酒店體驗

作為數碼港的重要地標，數碼港艾美酒店一直為訪客提供頂級的酒店住宿，亦是數碼港社群成員和海外訪客交流聚首的理想場地。年內，酒店採用嶄新智能禮賓科技及與數碼港初創企業合作，以提升客戶體驗和營運效率，當中包括引入手機鑰匙系統、在酒店健身房和及園區健身室GoGym中安裝由初創企業KARA Smart Fitness開發的智能健身鏡等，為訪客提供頂尖的智能生活科技體驗。



Community engagement

During the year, Cyberport supported a number of community care activities, including an eye-glasses recycling campaign organised by Greeners South, during which a collection box was placed at the Arcade. We also supported a charity collection event initiated by District Councillor Paul Zimmerman, which collected clean clothes, electrical appliances and toys for the Salvation Army, buttons for Les Beatitudes, and elderly care items for the Hong Kong Society for Health. In addition to this, volunteers from Cyberport, Le Méridien Cyberport, and the Facilities Management Office arranged a visit to the Tung Wah Group of Hospitals Jockey Club Tsin Hang Day Activity Centre and provided day training to intellectually challenged persons to strengthen their independent living skills and enhance their quality of life.

Cyberport also worked closely with the Cyberport Startup Alumni Association (CSAA) and its community to take part in and support a number of initiatives under the Braving the Epidemic campaign that would help Hong Kong's citizens combat challenges at hand.



Cyberport incubatee Me2You organised HK2gether Anti-epidemic Resources Sharing programme
數碼港培育公司Me2You舉辦「HK2gether共享抗疫資源」活動

凝聚力量 回饋社區

過去一年，數碼港支持多項社區關懷活動，包括由環保組織「南地球」籌劃的回收眼鏡活動，期間我們在商場內放置眼鏡回收箱供公眾人士捐贈。我們亦支持由區議員司馬文發起的慈善募捐活動，為救世軍募集潔淨衣物、電器和玩具、為社企「愛連心」收集鈕扣、為香港健康促進學會募集長者用品。此外，數碼港、數碼港艾美酒店及物業管理處更組成義工隊，探訪「東華三院賽馬會展恆日間活動中心」，為智障人士提供培訓活動，以增強其獨立生活技能和提高生活質素。

數碼港亦與「數碼港創業學會」及其社群攜手合作，在「敢創抗疫」行動下，參與及支援一連串互助項目，與香港市民共同跨越當前難關。

Sharing resources as a community

With the full support of the CSAA, Cyberport start-up Me2You organised the "HK2gether Anti-epidemic Resources Sharing" programme between April and May 2020. 50 collection points were set up across Hong Kong, including within the Cyberport campus, for citizens to donate surplus medical supplies. CSAA and its volunteers conducted basic quality checks, quantity recording and packing, while GOGO, who is a member of CSAA, provided logistics support by transporting donations to a central collection point for redistribution. The drive was a resounding success, with over 28,000 face masks, over 2,400 hand sanitisers and over 300 packs of disinfectant wipes collected and distributed to some 20 beneficiary charities, who would then send them to underprivileged groups including the elderly living alone, chronic patients with low income and the homeless.

Connecting communities for the socially distanced

With the increasing urgency to expand its testing for the COVID-19 virus among Hong Kong's population, the Department of Health needed to collect testing specimens from those conducting the tests from their homes while in quarantine. The



Cyberport volunteers actively participated in various community care activities to contribute to the society
數碼港義工隊積極參與社區關懷活動回饋社會

資源共享 豐足社區

在「數碼港創業學會」(學會)全力支持下，數碼港培育公司Me2You在2020年4至5月舉辦「HK2gether共享抗疫資源」活動，於全港包括數碼港園區設立50個收集站，讓市民捐贈醫療物資，由學會和義工進行簡單品質檢查、點算及包裝，再由學會企業成員GOGO提供物流支援，將物資運到中央收集站，以便派送。活動大獲好評，共收集逾2.8萬枚口罩、逾2,400支酒精搓手液及逾300包酒精消毒紙巾，分發予20多家慈善機構，轉贈獨居長者、低收入長期病患者和無家者等弱勢社群。

連結社區 抵禦隔離

因應社會上擴展新型冠狀病毒檢測的迫切需求，衛生署需從接受隔離的病人家中收取檢測樣本。「數碼港創業學會」因此動員企業成員GOGO、Pickupp和Toby，上門收取病人的深喉唾

Nurturing technologies for a better tomorrow

The Braving the Epidemic campaign showed how technology can truly benefit communities, especially in times of need. Cyberport incubatee Bull.B Technology enhanced its smart school management platform "School Parent Corner" and made it complimentary for 100 primary and secondary schools as well as kindergartens to facilitate communication between institutions and parents. Educational platform GRWTH also shared its mobile application free of charge for parents, schools and students to manage distance learning through features such as digital handbooks, circulars and instant messaging. Meanwhile, Hong Kong Decoman, an online renovation portal and Cyberport alumnus, began offering inspections as well as repair and disinfection services for ventilation pipes of 4,800 flats across 16 Y2-type housing estates in Hong Kong free of charge.

培育科技 建設未來

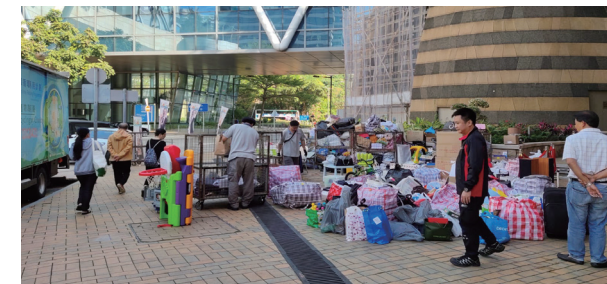
「敢創抗疫」行動體現科技能真正服務社區，尤其在「疫」境中。數碼港培育公司Bull.B Technology提升其智慧校園管理軟件「校家角」的效能，免費開放予100間中、小學及幼稚園使用，促進家校溝通。教育綜合平台GRWTH亦免費開放流動應用程式，讓家長、學校和學生透過家課日誌、電子通告及即時信息等功能，管理遙距學習進度。同時，數碼港培育初創網上裝修平台「裝修佬」更為全港16個Y2型屋苑、4,800個公共屋邨單位免費檢查隔氣及排氣管，並進行簡單維修及防疫處理。

CSAA then mobilised its members GOGO, Pickupp and Toby to collect deep throat saliva specimens from the patients' homes and transport them to designated laboratories for viral testing, helping identify carriers of the virus early and effectively minimising transmission in the community.

Cyberport's virtual insurance companies also lent a helping hand to the campaign. Cyberport start-up and virtual insurer OneDegree provided GOGO and Pickupp's couriers income protection in the event they were sent to hospital or mandatory quarantine and unable to work. Another Cyberport start-up and virtual insurer Bowtie offered Pickupp's couriers Voluntary Health Insurance, additional COVID-19 health benefits and general out-patient clinic service free of charge, the latter was also extended to their families. From February 2020, the Cyberport team also participated in a series of hand sanitiser production workshops hosted by Bowtie and distributed the products to communities in need.

液樣本，送到指定場所化驗，以及早識別帶菌者，有效減低社區傳播的風險。

數碼港虛擬保險公司亦為行動伸出援手。數碼港培育的虛擬保險OneDegree為GOGO和Pickupp送遞員提供收入保障，以防因住院或強制隔離而影響生計。另一間數碼港虛擬保險公司保泰人壽為Pickupp送遞員提供免費自願醫保及針對新型冠狀病毒的額外保障，亦為送遞員及其家人提供免費門診服務。2020年2月起，數碼港團隊亦積極參與由保泰人壽舉辦的多場酒精搓手液製作工作坊，並向有需要人士派發完成品，與社區共同抗疫。



Cyberport supported a number of charity donation activities in the past year to collect daily necessities for those in need
數碼港在過去一年曾支持多項慈善募捐活動，為有需要人士募集生活用品



Virtual insurer Bowtie from Cyberport Community held a series of hand sanitiser production workshops to help fight the epidemic
虛擬保險公司保泰人壽為數碼港初創社群成員之一，積極協助抗疫，舉辦多場酒精搓手液製作工作坊

