Operation Excellence
卓越營運

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Cyberport's work would not be possible without the tireless dedication of staff, working to support our start-ups and community companies, upkeeping the Cyberport premises, ensuring exceptional corporate governance, boosting healthy financial and board operations, and maintaining outstanding openness and accountability.

People

Our team is our most important asset, and is spearheading Hong Kong's digital technology development. Each year, our Human Resources Team organises career exposure, staff engagement, and team building activities to promote staff growth and development.

The annual dinner is always a highlight where we celebrate achievements and meet new members, offering an occasion for Cyberport management to express their gratitude. At the 2017/18 annual dinner, "Cyberport Sim City" and "Minute to WIN It" games were played to enliven the evening and strengthen team spirit.

During the year, consultant-led management workshops were held to review Cyberport's organisation structure and compensation strategy. The workshops reviewed pay structure, rewards, incentives, and salary benchmarks to ensure that our remuneration is aligned with industry compensation plans and reward strategies.

數碼港能夠完成各項工作，全賴員工努力不懈，一直致力支援我們的初創企業及公司，恪守理念，確保卓越的企業管治質素，促進財務及董事局方面運作穩健，並秉持開誠佈公、專職專責的原則。

人才

團隊是我們最寶貴的資產，亦是帶動香港數碼科技發展的幕後功臣。數碼港人力資源部每年均會舉辦職業體驗活動，以及多個加強投入度與團隊精神的節目，員工在增進知識之餘，亦可開拓發展空間。

數碼港週年晚宴是年中盛事，除了慶功及介紹新職員外，管理層亦藉此良機向整個團隊表達謝意。在2017/18年度的週年晚宴上，員工全情投入精心設計的遊戲「數碼港模擬城市」(Cyberport Sim City)及「決戰一分鐘」(Minute to WIN It)，度過了一個愉快的晚上，亦加強了團隊精神。

年內，我們邀請到專業顧問在數碼港舉辦管理工作坊，加強組織架構及待遇制度。工作坊審視了多個範疇，包括薪酬架構、獎勵制度、福利及薪金基準，確保薪酬待遇符合業界水平。

Client service is key

In 2017/18, in support of the government's Space Sharing Scheme for Youth, Cyberport opened Smart-Space 8 in Tsuen Wan to meet increasing demand of start-ups for working space. This first in-town Smart-Space occupies an area of approximately 20,000 sq ft with 34 offices, 48 workstations, and 60 flexi-spaces, along with meeting rooms and break-out areas.

Coinciding with the opening of Smart-Space 8, the IT Operations Team and Leasing Team deployed an integrated leasing management system for use by all Smart-Spaces. Users can use a secure web-based portal to check workspace availability, lodge applications, and make payments, while Cyberport's leasing staff can access the streamlined and automated system to enhance operation efficiency, data analysis, and decision-making.

一絲不苟的客戶服務

2017/18年度，為應付工作空間需求並響應政府的「青年共享空間計劃」，數碼港在荃灣開設了Smart-Space 8 (SS8)。這是首個設於市中心的Smart-Space，佔地約20,000平方呎，設有34間商務辦公室、48個工作站及60個靈活辦公空間，另外備有多個會議室及小組討論空間。

隨著SS8開幕，資訊科技團隊及租務團隊制定了適用於所有Smart-Space的綜合租務管理系統。用戶可透過安全的門戶網站查看工作間的供應情況、遞交申請及完成付款手續；另一方面，數碼港的租務團隊可進入自動化系統處理事宜，從而提升營運效率，更有效地進行數據分析及決策。

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To improve the efficiency of corporate contact management, a new Contact Management System with more than 120,000 corporate contacts was launched to significantly enhance Cyberport's Customer Relationship Management (CRM) efforts by digitising and standardising customer data and enabling analytics.

Cyberport also revamped part of its IT Street for the expansion of the Entrepreneurship Centre (EC) to cater for the increasing demand for space. The new EC offers 36 office rooms and 22 workstations with meeting facilities; it is part of the evolving IT Street that will become a showcase for incubatees.

During the year, Cyberport partnered with start-ups who offer smart living solutions to test applying Sigfox and LoRaWAN technologies, which operate with low energy consumption and wireless sensors, for water detection, occupancy, and temperature measurements. The results were very encouraging, and Cyberport will implement the relevant technologies throughout the Cyberport campus in 2018/19.

The team also introduced community bicycles to the Cyberport campus for public use and to promote green living. It is the only location on Hong Kong Island where bicycle sharing is permitted by the Hong Kong government.

Infrastructure and connectivity

While Cyberport's state-of-the-art facilities are continuously upgraded, the Campus Management Team also enhanced the shuttle bus service. This included implementing the TNG e-Wallet payment to the Cyberport Tenants Bus Service, and launching services between Cyberport and Tai Wai, Lam Tin, and Hang Hau, while adjusting the departure time of the Mei Foo-Cyberport route.

Upgrades to the Cyberport buildings included improving waterproofing, replacing cooling towers for air-conditioning system, upgrading the building management system, installing a plastic cover for the electrical busbar, adding two grey water systems, and applying air cleaning paint technology to staircases. The initiatives enhanced energy management and improved the quality of indoor environment. We received industry recognition, including the Indoor Air Quality (Excellent Class) for Offices and Public Places, IAQwi$e Certificate (Excellent Level), and Wastewi$e Certificate (Excellence Level).

為了提升企業連繫管理的效率，數碼港啟用全新的連繫管理系統，內裡載有逾120,000項企業聯絡資訊；透過將客戶數據數碼化及標準化，以及分析功能，大幅提升客戶關係管理的質素。

此外，因應企業對空間的需求愈來愈大，數碼港改建IT Street的部分區域，以擴充企業發展中心。企業發展中心設有36間辦公室、22個連同會議設施的固定工作站。未來，IT Street亦將成為數碼港培育企業展示實力的平台。

年內，數碼港與提供智慧生活解決方案的初創企業合作，嘗試採用能源消耗量低、配合無線感應器的技術Sigfox及LoRaWAN，進行漏水與使用率檢測，以及溫度探測。合作成果令人鼓舞，數碼港將於2018/19年度在整個園區應用相關科技。

團隊亦在數碼港引入社區單車供公眾使用，以推廣綠色生活。園區是港島區唯一獲政府批准經營共享單車的地點。

基礎設施及交通網絡

數碼港不斷將先進設施升級的同時，園區管理團隊亦在各方面加強了穿梭巴士服務，令數碼港租戶專車的乘客可使用TNG電子錢包付款，並推出往來數碼港與大圍、藍田及坑口的專車路線，同時調整往來美孚與數碼港班次的開出時間。

數碼港各大樓的升級工程覆蓋各個範疇，包括改善防水事宜、更換空調系統的冷卻塔、升級大樓管理系統、在匯電條上加設塑膠外層，加裝兩個中水回用系統，並在樓梯採用淨化空氣油漆技術。上述措施提升了能源管理及室內環境的質素。數碼港榮獲業界嘉許，獲頒辦公室及公眾場所室內空氣質素「卓越級」證書、清新室內空氣證書（卓越級別）以及減廢證書（卓越級別）。

Le Meridien Cyberport

Le Meridien Cyberport has long been an integral part of the Cyberport campus, and a meeting point for digital talent and technology professionals. It is a social centre point for Cyberport companies, start-ups, and overseas guests of different high-level conferences hosted in the campus.

The Ai Mei Midsummer Exhibition was one of the various events organised by Le Meridien where Cyberport companies were invited on an exhibition tour to appreciate the artworks on display and join an eclair workshop at the restaurant as a fun activity. The hotel is also a convenient setting for business exchanges and discussions, and a touch point for overseas visitors. Plans are underway to showcase some of the most innovative solutions of Cyberport start-ups at the hotel.
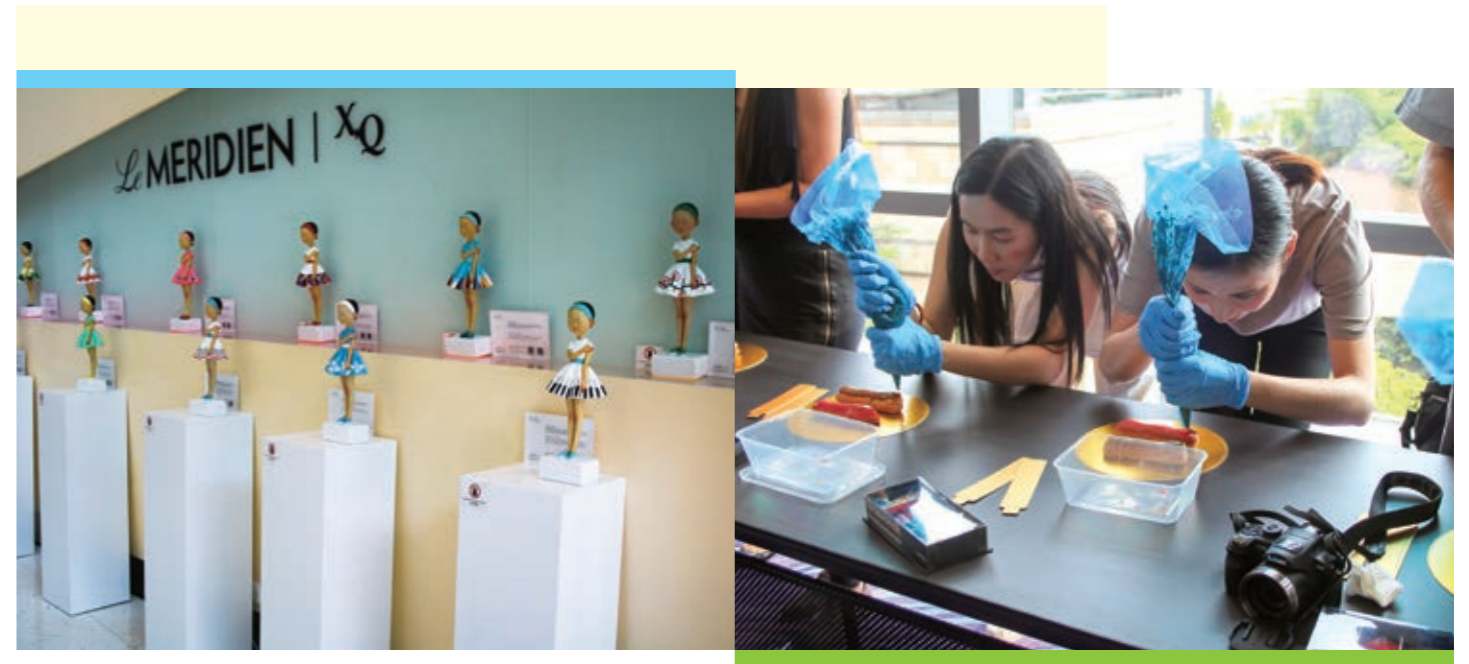
To make things convenient, Le Meridien features video conferencing, wireless broadband connectivity, and flexible working space. Guests travelling thousands of miles to Cyberport's international events can always stay connected to their work and businesses at home while mingling with peers from other parts of the world at Cyberport.

數碼港艾美酒店

數碼港艾美酒店是園區不可或缺的一部份，為數碼科技人才及科技界專業人士提供交流場地。酒店亦是各方的匯聚點，讓數碼港的公司、初創企業以及出席於園區內舉辦的國際會議之海外嘉賓在此聚首一堂，擴闊人脈網絡。

「仲夏‧艾美麗」巡展是酒店舉辦的眾多活動之一，除了邀請數碼港的公司參觀及欣賞藝術品，亦一同參加了在酒店餐廳舉行的閃電泡芙工作坊，增加彼此間的連繫。此外，酒店的設備非常適合進行商務交流與協商，亦是海外訪客接觸香港客戶的理想之地。

為了方便用戶，酒店提供視頻會議、無線寬頻及靈活的工作空間。遠道而來出席數碼港國際活動的外國客人，可一邊與來自世界各地的同行交流，一邊兼顧在國外的工作與業務。

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Association's "Medical Fundraising Walkathon & Carnival 2017: Walk With You" to raise funds for children with cerebral palsy and cleft lip and palate in Mainland China, provide integrated learning, and extend rehabilitation. We sponsored the Hong Kong Society for Rehabilitation's "Barrier Busters 2018", a new community education and fundraising signature event that advocated for a "Barrier-Free and Inclusive Society for All". Cyberport also supported Jessica Run and Santa Hash 2017 to raise funds for charity, while the Cyberport Volunteer Team participated in the "Caring Day for Elderly" and "Visit to Home of Love Hostel and Home of Love Sheltered Workshop".

基金步行籌款暨嘉年華2017：祖國心醫療夢‧陪著你走融義行」活動，為中國內地的腦癱、兔唇及顎裂兒童籌款，以提供融合教育及延長復康治療。此外，數碼港亦贊助了香港復康會全新的社區教育及籌款旗艦活動「無障行者2018」，提倡「建立無障礙、共融關懷的社會」。我們更全力支持慈善籌款活動「旭茉JESSICA Run 2017」及「Santa Hash 2017」，而數碼港義工隊也參與了「老人關懷日」及「探訪必愛之家宿舍及必愛之家庇護工場」。

Inspire the younger generation

To inspire the younger generation, Cyberport co-organised the "DreamStarter Kids Pitching Day" project with the DreamStarter.hk. Students were given two months to come up with a project to tackle issues such as a lack of housing, elderly poverty, and dated playground facilities, and pitched to a panel of judges on Demo Day. The 28 projects presented were later put up for crowdfunding.

Cyberport also supported the "Hong Kong Projection Mapping Festival" that encouraged students to explore projection mapping, and the "IT Elite Challenge 2017" that engaged more than 300 students in a series of coding, network setup, animation production challenges and techquizzes.

啟發年輕一代

為啟發年輕一代追夢，數碼港與DreamStarter.hk合辦了「DreamStarter兒童夢想募資日」。學生須在兩個月內策劃一個項目，為特定的社會問題，如房屋短缺、老人貧窮及遊樂場設施落後等提供解決方法，然後在演示日向評審團講解。最後，共有28個項目獲安排進行眾籌。

數碼港亦支持「香港數碼光雕展」，鼓勵學生探索數碼光雕的奧妙之處，同時亦支持「IT精英挑戰賽2017」，該活動吸引了逾300名學生參加，接受包括程式編寫、網絡建立、動畫製作以及科技知識問答比賽等一連串的挑戰。

Community Engagement

Festive events

The Cyberport Arcade regularly organises activities to promote STEM education to children and parents. In the summer of 2017, the Arcade hosted the "Sea to Sky Summer Digital Playground". A series of weekly STEM-themed and sports activities were held, including rowing championships, kids' motor racing, handmade paddle boats, and drone building workshops.

To promote e-Sports, the Arcade partnered with RETRO.HK and organised a "Halloween Retro Games" event that featured exhibitions, activities, and a "Retro Gaming Competition" with four classic games. A pop-up store with consoles, cartridges, and accessories was set up to showcase e-Sports development to children and for parents to reminisce about their younger gaming days.

Support and care for the community

In addition to upgrading Cyberport's facilities for sustainable development, we participate in an array of community care events.

In 2017/18, we supported Southern District Councillor Paul Zimmerman's "Collection for Charity" event to collect clean clothes, electrical appliances, and toys for the Salvation Army and Les Beatitudes. The Arcade again sponsored the Cornerstone

社區參與

節慶活動

數碼港商場定期舉辦各種活動，向家長及小朋友推廣STEM教育。2017年暑假期間，商場舉辦了「Summer海陸空數碼遊樂園」，每週均設有一系列以STEM為主題的活動及體育活動，包括「划艇錦標賽」、「兒童電單車賽」、「小小水輪船」及「積木無人機工作坊」。

為推廣電競活動，數碼港商場與香港復古遊戲展覽合辦了「復古電競哈囉喂」，節目包括多個主題展覽與活動，以及重現四項經典遊戲的「復古遊戲大賽」，更設有一間售賣遊戲機、遊戲卡帶及配件的期間限定店，向小朋友介紹電競發展之餘，亦讓家長回味一下童年的電玩遊戲。

社區支援及關懷

數碼港除了將設施升級以實現可持續發展外，更參與了形形色色的社區關懷活動。

2017/18年度，我們支持南區區議員司馬文的「慈善大回收」行動，為救世軍及「愛連心」回收潔淨衣物、電器及玩具。數碼港商場亦再次贊助房角石協會的「房角石醫療