



Operation Excellence  
卓越营运



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.

數碼港一群敬业乐业的员工致力肩负起公众使命，以促进香港创新科技产业发展为己任。卓尔不群的董事局提供优秀的企业管治；员工的热忱成就初创企业、科技公司及社群成员追求创业梦想；支援人员亦努力维持园区环境，为企业和初创公司提供一个高效且安全的创科基地。



Cyberport Campus Management Team put in place a series of timely anti-epidemic measures  
面对疫情，数码港园区管理团队迅速采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.

积极抗疫 迅速应变

面对新型冠状病毒，数码港管理层积极采取应变措施，保持工作效率，亦同时确保工作间的卫生水平。我们实施了双团队工作安排，让员工分批上班以确保业务的持续性，并适时提供最新疫情信息、供应口罩，以及并为所有员工提供稳定的虚拟私人网络 (VPN) 连接，支援在家工作。

数码港园区管理团队同时实施一系列防疫措施，包括增加人手量度体温、使用紫外线光系统、光催化技术空气净化器、回流风雾化器及风机盘管消毒等，亦加强消毒公众地方、设施及租户专车。

Cyberport's Award and Recognition  
数码港奖项及殊荣



The Hong Kong Institute of Directors -  
"Directors Of The Year Awards 2019" & "Recognition of Excellence in Board Diversity"  
香港董事学会 -  
2019年度“杰出董事奖”及“董事会多元化卓越嘉许奖”

The Hong Kong Management Association -  
2020 HKMA Quality Award "Excellence Award"  
香港管理专业协会 -  
2020年度优质管理奖「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 received two awards from The Hong Kong Institute of Directors in recognition of Cyberport's exceptional corporate governance  
数码港的企业管治备受香港董事学会的肯定，获授予两个奖项

专业精神 引领前路

专业的团队是数码港最重要的资产，引领着香港的数码科技发展。为鼓励员工追求卓越，人力资源部推出一项特别奖励计划，以后发员工创意，并嘉许卓越表现。人力资源团队亦定期举办培训计划和工作坊，包括邀请廉政公署代表向新入职员工讲解防贪守则。此外，每季的全体员工大会更鼓励管理层与员工之间的双向交流，由管理层讲解公司最新发展及回应同事提问，让员工对公司的发展策略有更全面透彻的了解。

企业管治 卓越非凡

数码港卓越的企业管治备受肯定，于2019年11月获香港董事学会授予2019年度“杰出董事奖”及“董事会多元化卓越嘉许”。此外，数码港亦于今年8月，获香港管理专业协会颁发2020年度优质管理奖“Excellence Award”。董事们及管理层的贡献进一步稳固数码港在推动数码转型及创新科技应用方面的领导地位。

### 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位于电竞场地旁，展示数码娱乐及电竞的应用方案及产品

### 智能工作 创新方案

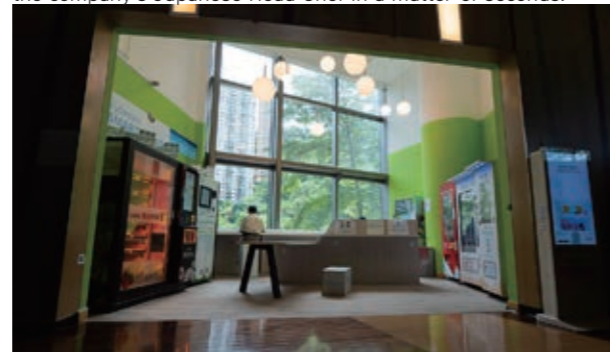
数码港持续提升员工的工作环境。公司于1月迁至全新装修及扩建的办公室，当中融入不少由社群成员研发的智能办公室创新方案，大大提升业务效率。例如，于办公室入口新增设的视像对讲机，能透过智能电话系统与访客沟通，方便行政部同事更灵活调配人事及工作安排，提升效率。我们还安装了室内空气素质感应器以及能源管理仪表盘，以监察空气素质和冷气性能，从而提高能源效益；同时我们引入点对点派递机器人，通过扫描二维码将邮件和包裹派送到员工的工作间。

### 理想的试验场所

除了办公室和共享工作空间外，数码港园区和商场共同为初创企业提供理想的试验场所，以试行他们的解决方案，并收集用户体验后的宝贵意见，尽早在推出市场前解决日常运营中

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  
智能生活概念店为初创企业提供重要试验场所，试行他们的解决方案



Godzspeed's 270° Racing Simulator is showcased at CyberLab for visitors to simulate professional racing  
CyberLab摆放了Godzspeed的270度赛车模拟器，让访客模拟专业赛车

可能面临的问题。透过使用这些设施，访客和用户亦能够体验崭新的数码科技解决方案所带来的好处。

CyberLab是一个云集数码港社群创新方案的实体空间。毗邻数码港商场全新的电竞场地，CyberLab展示了数码娱乐及电子竞技集群中一系列的应用方案和硬件。访客来到就会有机器人导游带领，感受混合实境应用和裸眼3D观影等科技体验。当中来自数码港培育公司Godzspeed的270度赛车模拟器，更让用户身临其境，在3D建模世界模拟专业赛车。

智能生活概念店，则位于数码港资讯科技大道的中心，是一个24小时自助零售空间，供数码港初创企业展示其智能零售、智能营销和智能管理方案。和田便当的热食自动贩卖机便是其中之一，只需几秒钟，贩卖机即能提供由日籍主厨精心炮制的新鲜热腾腾日本便当。

### Immersed in technology

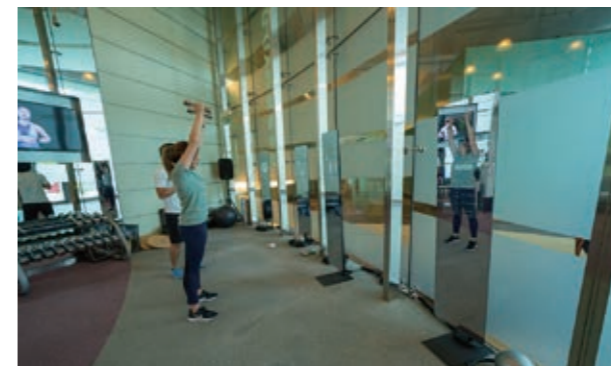
Beyond these two dedicated spaces which put start-ups' products in the spotlight, innovative solutions are also infused into the surroundings of the campus, providing an immersive technological experience to its users.

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.

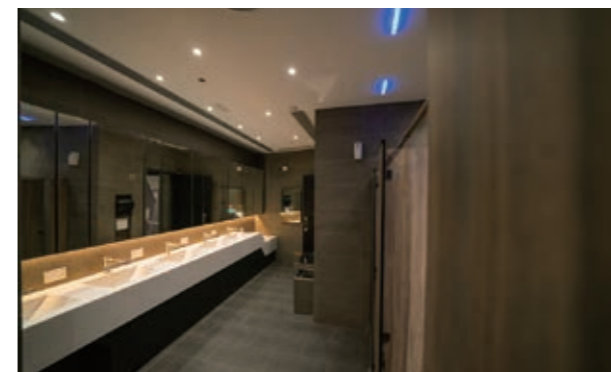
Other facilities include electric vehicle charging stations at the car park of Cyberport 3 offered by Cyberport incubatee oneCHARGE and Smart Lockers provided by another Cyberport incubatee, Pakpobox.

### 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  
健身室设置智能镜子，为访客带来崭新的健身科技体验



Smart Toilet brings together multiple digital solutions from Cyberport start-ups  
Smart Toilet集合多个数码港初创企业的数码方案



Innovative technology solutions by Cyberport incubatees are applied at different locations of Cyberport campus  
数码港初创企业的创新科技方案应用在园区的不同地点

### 打造科技新体验

除了这两个特别为展示初创公司产品而设的空间以外，数码港还把创新方案的元素注入到园区各处，为用户提供革新的科技体验。

Smart Toilet位于商场的二楼，并配备智能屏幕实时显示洗手间的使用情况以及感应器所收集的其他数据。另外，洗手间亦安装具自动消毒功能的门柄，是园区防疫措施之一。洗手间内还安装了智能镜子，以助更好地监控设施。通过采纳数码港社群所研发的创意数码科技解决方案，整体用户体验得以大大改善。

其他设施包括数码港培育公司oneCHARGE设于数码港三座停车场的电动车充电站，以及另一家数码港初创公司Pakpobox提供的智能储物柜。

### 智能酒店体验

作为数码港的重要地标，数码港艾美酒店一直为访客提供顶级的酒店住宿，亦是数码港社群成员和海外访客交流聚首的理想场地。年内，酒店采用崭新智能礼宾科技及与数码港初创企业合作，以提升客户体验和营运效率，当中包括引入手机钥匙系统、在酒店健身房和及园区健身室GoGym中安装由初创企业KARA Smart Fitness开发的智能健身镜等，为访客提供顶尖的智能生活科技体验。



RESCAN FOR AR EFFECT  
刷新扫描体验AR效果

### 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  
数码港培育公司Me2You举办“HK2gether共享抗疫资源”活动

### 凝聚力量 回馈社区

过去一年，数码港支持多项社区关怀活动，包括由环保组织“南地球”筹划的回收眼镜活动，期间我们在商场内放置眼镜回收箱供公众人士捐赠。我们亦支持由区议员司马文发起的慈善募捐活动，为救世军募集洁净衣物、电器和玩具、为社企“爱连心”收集纽扣、为香港健康促进会募集长者用品。此外，数码港、数码港艾美酒店及物业管理处更组成义工队，探访“东华三院赛马会展恒日间活动中心”，为智障人士提供培训活动，以增强其独立生活技能和提高生活素质。

数码港亦与“数码港创业学会”及其社群携手合作，在“敢创抗疫”行动下，参与及支援一连串互助项目，与香港市民共同跨越当前难关。

### 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  
数码港义工队积极参与社区关怀活动回馈社会

### 资源共享 丰足社区

在“数码港创业学会”（学会）全力支持下，数码港培育公司Me2You在2020年4至5月举办“HK2gether共享抗疫资源”活动，于全港包括数码港园区设立50个收集站，让市民捐赠医疗物资，由学会和义工进行简单品质检查、点算及包装，再由学会企业成员GOGO提供物流支援，将物资运到中央收集站，以便派送。活动大获好评，共收集逾2.8万枚口罩、逾2,400支酒精搓手液及逾300包酒精消毒纸巾，分发予20多家慈善机构，转赠独居长者、低收入长期病患者和无家者等弱势社群。

### 连结社区 抵御隔离

因应社会上扩展新型冠状病毒检测的迫切需求，卫生署需从接受隔离的病人家中收取检测样本。“数码港创业学会”因此动员企业成员GOGO、Pickupp和Toby，上门收取病人的深喉唾

### 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 建设未来

“敢创抗疫”行动体现科技能真正服务社区，尤其在“疫”境中。数码港培育公司Bull.B Technology提升其智能校园管理软件“校家角”的效能，免费开放予100家中、小学及幼稚园使用，促进家校沟通。教育综合平台GRWTH亦免费开放流动应用程序，让家长、学校和学生透过家课日志、电子通告及即时信息等功能，管理遥距学习进度。同时，数码港培育初创网上装修平台“装修佬”更为全港16个Y2型屋苑、4,800个公共屋邨单位免费检查隔气及排气管，并进行简单维修及防疫处理。

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.

液样本，送到指定场所化验，以及早识别带菌者，有效减低社区传播的风险。

数码港虚拟保险公司亦为行动伸出援手。数码港培育的虚拟保险OneDegree为GOGO和Pickupp快递员提供收入保障，以防因住院或强制隔离而影响生计。另一家数码港虚拟保险公司保泰人寿为Pickupp快递员提供免费自愿医保及针对新型冠状病毒的额外保障，亦为快递员及其家人提供免费门诊服务。2020年2月起，数码港团队亦积极参与由保泰人寿举办的多场酒精搓手液制作工作坊，并向有需要人士派发完成品，与社区共同抗疫。



Cyberport supported a number of charity donation activities in the past year to collect daily necessities for those in need  
数码港在过去一年曾支持多项慈善募捐活动，为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  
虚拟保险公司保泰人寿为数码港初创社群成员之一，积极协助抗疫，举办多场酒精搓手液制作工作坊

