

We are pleased to present our environmental, social and governance (ESG) chapter to highlight our ESG performance during the financial year ended 31 March 2021.

The scope of this chapter covers our key business operations to foster a vibrant and inclusive I&T ecosystem, and to maintain a smart, safe and green environment for all to enjoy. As the Hong Kong's hub for digital technology with a mission to spearhead Hong Kong's I&T development and digital transformation, we are committed to maintaining a high standard of sustainable development and creating long-term value for all.

Beyond our direct efforts to put our commitment to achieving sustainability in action, Cyberport also contributes to positive social progression through the development of ESG-conscious start-ups within our community. For example, we have partnered with ESG Matters, one of our community start-ups, which empowers businesses to gather essential ESG data to inform further actions, to offer courses to our community to impart fundamental knowledge of ESG best practices.

我们希望概述数码港于截至2021年3月31日的财政年度 在环境、社会及管治方面的表现。

本章节涵盖数码港的主要业务运作,力求凝聚一个具有活力及包容性的科创生态系统,同时维持一个智能、安全和绿色的社区环境予所有人共享。作为香港的数字科技枢纽,我们以引领香港科技创新发展和数字转型为己任,致力保持高水平的可持续发展,为社会缔造长远价值。

我们不但致力将可持续发展的承诺付诸行动,更透过支持顾及环境、社会及管治 (ESG) 因素的社群初创企业,推动社会正向发展。例如我们伙拍专为企业收集基本ESG数据、再为其订制跟进方案的社群初创企业ESG Matters,向数码港社群企业提供课程,助其掌握实践ESG最佳做法的基本知识。



ENVIRONMENTAL PROTECTION 环境保护

Co-Building a Greener Campus

Being a corporate citizen, Cyberport seeks to minimise environmental impact through managing carbon emissions and improving resource efficiency. We continually enhance our eco-initiatives for building a greener campus and pursuing sustainability and decarbonisation, in line with the UN's Sustainable Development Goals, as well as the Hong Kong Government's goal to reach carbon neutrality by 2050.

携手共建绿色园区

数码港作为企业公民,积极管理碳排放及提高资源效率,以减少对环境的影响。我们不断强化环保项目,以建设一个更绿化的园区,追求可持续发展和减低碳排放,以符合联合国"可持续发展目标",及配合香港政府于2050年前实现碳中和的目标。

Energy Saving in 2020/21 于2020/21年所节省的能源



54Ving 节省 **イクF 4** I

625,157 kWh electricity

电力



443,038 kg

carbon dioxide emissior 二氧化碳排放量



^{种植} **19,262**

trees¹ 棵树木¹

Multifaceted Resources Conservation

To enhance energy efficiency, we installed solar lighting at the Waterfront Park by retrofitting existing light poles with solar panels. Additionally, we installed a solar PV system with a maximum generation capacity of approximately 60kWp on the rooftop of Cyberport 4. We can generate around 235 kWh of electricity on average on a daily basis, equivalent to offsetting emissions of around 4,300 kg carbon dioxide per month. Apart from being a renewable energy producer, Cyberport attained the Hong Kong Electric's Renewable Energy Certificate by purchasing renewable energy. We also began replacing old chillers with a modern system adapted with advanced variable-speed chillers for elevating efficiency. In support of energy-saving and smart mobility, we installed Tesla's V3 Superchargers at the Cyberport 1 & 2 carpark, expanding our campus operational capacity for electric vehicle (EV) charging by 60%.

各方协力节省资源

为了提高能源效益,我们于海滨公园为灯柱加装太阳能电池板,实行太阳能照明。此外,我们在数码港四座的天台装置了太阳能发电系统,最高发电容量约为60kWp。我们每天平均产生约235kWh的电力,以每月计,相当于抵消约4,300公斤的二氧化碳排放量。我们不但晋身为可再生能源制造商,亦通过购买可再生能源获得香港电灯公司的"可再生能源证书"。我们亦安装更具效益的变频式制冷系统,逐步取代旧式设备。同时,为支持节能及智慧出行,我们在数码港一座及二座停车场,安装特斯拉电动车的V3快速充电器,提升园区电动车充电能力达60%。

Solar PV System at Cyberport 4 位于数码港四座的太阳能发电系统

Generates around 每天产生约

235 kWh electricity per day 电力





Offsetting 每月抵消

4,300 kg carbon dioxide emissions per month

二氧化碳排放量

With a goal to conserve water and enhance sustainable management of natural resources, we installed a reverse osmosis water filtration system to provide clean drinkable water for Smart-Space users, minimising the use of plastic and disposable water bottles. As an ongoing practice, we also continue to recycle grey water, such as fountain water from Cyberport 4 and swimming pool water from Le Méridien Hong Kong, Cyberport, for general floor cleaning and Waterfront Park irrigation.

These initiatives have built upon the efforts of previous years, which saw us step up our efforts in de-lamping carpark areas, upgrading lighting with LEDs, decommissioning the heat exchanger to improve plant efficiency, and adjusting equipment and facility usage such as reducing the operating hours of LED displays and escalators on our campus, in response to urgent calls for climate actions. We have installed and distributed evenly 13 recycling facilities in convenient locations across our campus, allowing easy access for all visitors. Cyberport also took part in Earth Hour 2021 in March 2021, which was organised by the WWF, switching off all non-essential lights for one hour, to take part in the collective message that climate change is an issue we care deeply about.

我们以节约用水及提高天然资源的可持续管理为目标,安装逆渗透水过滤系统,为Smart-Space用户提供洁净的饮用水,大幅减少使用塑胶及即弃水瓶。此外,我们一直循环再用园区内的灰水,例如使用数码港四座水池及香港数码港艾美酒店的游泳池水,作为日常地板清洁和海滨公园灌溉的水源。

这些计划都是建基于我们近年的努力之上,我们持续于停车场减少灯管数量、增加应用LED灯、停用换热器以提高机房营运效益,以及调整各种设备和设施的使用量,例如减少LED显示屏幕及扶手电梯的运作时间,以回应对抗气候变化的急切需要。我们已安装了13个回收设施,平均分布在园区内的便利位置,让所有访客都可以轻松使用。数码港亦于2021年3月份参加了由世界自然基金会主办的"地球一小时2021"活动,把不必要的电灯关上一小时,共同传达关心气候变化的信息。

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^{1.} Based on the calculation that a 5-metre tall tree absorbs carbon dioxide at a rate of 23 kg per year. 以一棵五米高的树木一年吸收约23公斤的二氧化碳计算。

Awards & Certifications 奖项及认证



Indoor Air Quality Certificate -Excellent Class from the Environmental **Protection Department**

The indoor air quality of the Cyberport premise was assessed to reach Excellent Class, the highest standard based on twelve parameters set out by the Environmental Protection Department.

环保署室内空气质素检定证书(卓越级)

根据环境保护署的认证,数码港园区的室内 空气素质被评定为"卓越级",符合检定计划 十二项指标的最高标准。

室内空气质素检定计划指标(八小时平均	且)		
Parameter 参数		Unit 单位	Excellent Class 卓越级
Room Temperature	室内温度	°C	20 to < 25.5
Relative Humidity	相對濕度	%	40 to < 70
Air movement	空气流动速度	m/s	< 0.2
Carbon Dioxide (CO ₂)	二氧化碳(CO ₂)	ppmv	< 800
Carbon Monoxide (CO)	一氧化碳(CO)	μg/m³	< 2,000
		ppmv	< 1.7
Respirable Suspended Particulates (PM ₁₀)	可吸入悬浮粒子(PM ₁₀)	μg/m³	< 20
Nitarana Dissida (NO.)	en Dioxide (NO ₂) 二氧化氮(NO ₂)	μg/m³	< 40
Nitrogen Dioxide (NO ₂)		ppbv	< 21
0(0.)	*	μg/m³	<50
Ozone (O ₃)	臭氧(O ₃)	ppbv	<25
Formaldehyde (HCHO)	matt/LICUO)	μg/m³	<30
	甲醛(HCHO)	ppbv	<24
Total Volatile Organic Compounds (TVOC)	总挥发性有机化合物(TVOC)	μg/m³	<200
	芯件及住有机化古物(TVUC)	ppbv	<87
Radon (Rn)	氡气(Rn)	Bq/m³	<150
Airborne Bacteria	空气中细菌	cfu/m³	<500

Renewable Energy Certificate from HK Electric

Apart from being a renewable energy producer, Cyberport attained Hong Kong Electric's Renewable Energy Certificate for purchasing renewable



Quality Water Supply Scheme for Buildings - Fresh Water (Management 水务署大厦优质供水认可计划 -System) (Gold) from the Water Supplies Department

Cyberport demonstrated consistent compliance over six years with the Water Supplies Department's guidelines on managing its internal plumbing systems to safeguard the quality of drinking water, earning the Gold Certifate.



2020 HKMA Quality Award "Excellence Award" from the Hong Kong Management Association

Cyberport's exceptional corporate governance, directors' and management's contributions have taken forward Cyberport's public missions, strengthening its leading position in the vanguard of digital innovation and entrepreneurship.

港灯可再生能源证书

数码港除了透过太阳能发电系统生产可再生能源 之外, 更通过购买可再生能源获得香港电灯公司 的"可再生能源证书"。

食水(管理系统)金奖

数码港在管理其内部水管系统方面持续遵守水务署 指引超过六年,有效保障食水素质,获颁发金证书。

香港管理专业协会颁发2020年度优质管理奖 "ExcellenceAward"

数码港卓越的企业管治备受肯定,加上董事局及 管理层的贡献,协助推动数码港的公众使命,并巩固 数码港在数码创新及创业的领导地位。



SOCIAL IMPACT

Solidarity with the Community

Cyberport initiated "Braving the Epidemic" campaign with over 70 practical digital solutions from the Cyberport community, with a view to empowering all walks of life to cope with the pandemic and acclimatise to the new normal. At ET Net's Health Partnership Awards 2020, Cyberport was awarded "Outstanding Leadership for Social Innovation (Corporate Social Responsibility category)" for the campaign in addressing societal needs during critical times.

与大众共渡时艰

数码港发起"敢创抗疫"行动,集合超过70个来自数码 港社群企业的实用科技方案, 让社会各界应付疫情及适 应新常态。因此,数码港获得《经济通》颁授"2020健 康同行伙伴大奖-杰出社创领袖奖(企业社会责任)", 表彰我们在关键时刻以行动回应社会所需。

Braving the Epidemic 敢创抗疫

Over **70** 超过 **70**

digital solutions from the Cyberport community 个来自数码港社群企业的科技方案



Benefitting over

40,000 users

In the face of the epidemic hardship, we stood shoulder by shoulder with our community members to navigate challenges. With the third round of the Government's Anti-epidemic Fund in place, we extended the rental concessions to over 800 community companies, including office tenants, retailers, restaurant operators and Smart-Space users, for an additional six months starting from October 2020. The three rounds of rental relief spanned from October 2019 to the end of March 2021, helping Cyberport SMEs and start-ups substantially to alleviate their financial burden and pressure on cash flow.

Enhanced Quality for the Smart Campus

Cyberport's commitment to building a smarter and more sustainable campus and advancing customer experience with technology is signified through multifaceted efforts. With communal hygiene topping our agenda over the year, robotic solutions innovated by Cyberport start-ups were utilised to step up public sanitation on Cyberport campus. Rice Robotics provided daily disinfection spray in indoor public areas, while Roborn handled immediate thorough cleansing with UV disinfection robots for locations with potential risk of virus exposure. We also plan to deploy a Cleaning Robot pre-programmed with cleaning patterns based on customised maps of our campus to operate deep cleansing in offices at night-time, enhancing efficiency and effectiveness in sustaining our office cleanliness. Meanwhile, we will introduce Robotic Receptionists at the Cyberport office to help guide visitors and provide immediate services at peak hours.

Facilities at the Arcade@Cyberport are timely upgraded to enhance operational effectiveness. In the pipeline are installation of sensors in some of the toilets to provide precise detection and timely alerts for reactive maintenance after intensive usage, and perform mass flow measurement to facilitate prompt follow-up action. Sensor installation throughout the campus is afoot for the future.

面对疫情的艰难时刻,我们坚守岗位,与社群企业并肩 同行、迎难而上。在政府第三轮抗疫基金的支持下, 我们由2020年10月开始,为超过800家社群企业延长 租金宽减六个月,惠及写字楼租户、零售商、餐厅营运商 和Smart-Space用户。前后共三轮的租金支援由2019年 10月至2021年3月底实行,为数码港的中小企和初创 企业大幅纾缓财务负担和现金周转的压力。

智慧园区 优质体验

数码港着力建设更智能及可持续发展的园区,在多方面 坚持不懈,以科技提升客户体验。去年,社区卫生乃重中 之重,我们采用由数码港初创公司研发的机器人,加强公 共清洁。我们使用Rice Robotics在室内公共空间进行喷 洒消毒,路邦科技的紫外线消毒机器人则在有病毒传播 潜在风险的地方, 进行即时深层消毒。我们正计划采用清 洁机器人,按照预先定制的园区地图编程清洁模式,在 夜间于办公室进行深度清洁,省时快捷,协助保持办公室 卫生。同时,我们将在数码港办公室引入机器人接待员, 协助引导访客,并在繁忙时段提供即时服务。

数码港商场内的设施亦适时更新,以提升服务效能。我们 正于部分洗手间安装感应器,让管理人员能够精确地侦 察需要维修的地方,例如设施被多次重复使用后,感应器 可准确的检测及提供需要维修的实时提示,同时亦可以 评估流量以进行及时处理。日后,我们计划于整个园区安 装有关装置。



Undeterred Connections

区讲行全面清洁

As social distancing hindered face-to-face meetings, we enriched the iStartup portal to offer start-ups more opportunities to connect with potential partners and investors, and conduct business matchings online. We also added a platform to enable over 100 members of the Cyberport Investors Network (CIN) to search for start-ups, solutions and investment opportunities with ease and convenience. The portal features a database of more than 1,200 start-ups and alumni, complete with the start-up's investment and funding history, past investors and other funding-related information, all searchable by keyword. Meanwhile, iStartup portal is also open for the Cyberport Professional Services Network (CPN) which connects community members with customised professional services, one-on-one business consultations and start-up workshops provided by over 20 professional consultancy firms.

联系无间

因应疫情阻碍面谈会议,我们改善了iStartup平台,让初 创企业能干线上联系潜在合作伙伴和投资者,以促成业 务配对; 另外亦新增可供"数码港投资者网络"成员使用 的功能,让超过100位网络成员可方便快捷地寻找初创企 业、解决方案和投资机会。平台提供备有关键词搜索功能 的数据库,显示超过1,200多家初创企业和培育计划毕业 生的公司资料,以及各企业的投资和融资历史、投资者纪 录和其他融资相关的信息。同时,我们于iStartup平台增 加专为"数码港专业服务网络"而设的功能,供数码港社 群成员联系超过20家专业服务顾问公司,选取合适的专 业服务、一对一业务咨询及初创工作坊。

Cyberport 2020/21 Annual Report 数码港 2020/21 年报 At Cyberport, we recognise the importance of our rapport with campus members in delivering our targeted services efficiently. To enhance tenant services, we launched a new online Customer Service Portal where tenants 线上客户服务平台,方便租户提出服务申请、报告问题、 can lodge service requests, report issues, track follow-up status, subscribe to IT&T services, and review service history to seek ready solutions. Over 80% of office and Arcade tenants have registered to be users with 60% of IT&T service requests submitted through the new portal. Service requests through hotline and repeated requests have significantly dropped, raising service 的情况,提高服务回应率。 responsiveness.

数码港明白与园区成员保持紧密联系,对有效提供适切 服务至关重要。为加强租户服务,我们推出了一个全新的 查询跟进状况、申请信息科技及电讯服务等,更可查看服 务记录寻找现成的解决方案。超过八成的办公室和商场 租户已于平台注册,并有约六成的信息科技及电讯服务 申请经此平台提交,有效减少电话服务申请及重复申请





Customer Service Portal

for tenants to lodge service requests 供租戸提交服务申请

Popularising New Tech

As the past year has witnessed, big data and its analytics have spawned a profusion of readily useful smart applications to advance smart living apace. As one of the Hong Kong's key champions of smart living, Cyberport continually enhanced our capacity to be an enabler, testing ground and exhibitor for our start-ups' 企业创新,并为其智慧生活产品提供测试和展示平台。 innovations. Last year, Cyberport collaborated with the Office of the Government 本年度数码港与政府资讯科技总监办公室,向商业机构 Chief Information Officer on rolling out "iAM Smart Pilot Sandbox Programme", encouraging financial and FinTech organisations learn about the system's Application Programming Interface (API). By testing through the APIs for identity 台的"身份认证"、"自动填写表格"、"个人化提示" authentication, form filling, personalised alerts and digital signature, companies can develop FinTech-related applications with enhanced usability to provide more digitalised personal finance services, advancing the development of smart living in Hong Kong.

推广最新科技

从去年可见,大数据分析有助开发即时实用的应用程序, 相关产品推陈出新,加快实践智慧生活。数码港作为智 慧生活的倡导者之一,持续加强我们的支援,成就初创 推行"'智方便'沙盒先导计划",让金融业及金融科 技公司了解该系统的应用程序介面(API),并试用平 和"数码签署"等功能的应用程序介面,以助开发金融科 技相关的应用程序,提高其可用性,令个人理财服务变 得更数字化,促进香港在智慧生活方面的发展。





Chung's House incorporated Connect AR's technology to provide voice navigation and narrate the stories behind the collections vividly 钟菜馆采用了Connect AR的扩增实景技术,进行声音导赏,生动地呈现 **店内多件展藏背后的故事**

More than 240 companies across Hong Kong have registered for the Programme, and 24 applications have been undergoing integration testing. Two applications were rolled out, including an insurance application developed by community member MediConCen for the digital insurer, Blue. Some community companies have even developed Software Development Kits (SDKs) for other companies to create applications that support iAM Smart.

超过240家香港公司已参加计划,24个应用程序正密锣 紧鼓进行综合测试。已推出的两个应用程序包括由数码 港社群企业医结 (MediConCen) 为虚拟保险公司Blue 开发的保险应用程序。部分社群企业更已为其他公司开发 软件开发工具包,方便他们建立支援"智方便"的应用 程序。

As 5G becomes widespread, we put together 5G Development Kits with sim cards, routers and 5G phones, and lent to over 20 community members for free so that they could test their solutions in a simulated 5G network environment, which shortened the go-to-market time for the products.

Smart living innovations are showcased across the Cyberport campus to kindle adoption and development. CyberLab has exhibited outstanding 5G solutions from over 10 community members, while the Smart Living Concept Store displayed smart retailing, marketing and management solutions. In addition, Arcade tenants and facilities put to use our start-ups' solutions, such as Chung's House incorporating Connect AR's AR technology to provide voice navigation and narrate the stories behind the collections vividly.

5G愈来愈普及, 我们将5G开发工具, 包括电话卡、路由器 和5G电话,免费借予超过20家社群企业,让他们在模拟 5G网络环境中测试不同产品,加快推出市场。

数码港园区展示了众多智慧生活的创新方案, 以推广产品 应用并助力其发展。CyberLab展示来自超过10家社群企 业的5G科技方案; 而智慧生活概念店则示范智慧零售、 营销和管理方案。商场租户和设施亦善用我们初创企业 的方案,例如钟菜馆采用了Connect AR的扩增实景技术, 进行声音导赏,生动地呈现店内多件展藏背后的故事。

Lending a Hand in Need

People and society are always at the heart of operations by Cyberport and our community companies. Our contributions for community care were not deterred by the pandemic. We provided the venue for the promotional videos of STEM-Up HK Innovation and Technology Competition by Police Public Relations Branch and to hold Green Tech Fund Engagement Session by the Environmental Protection Department, and supported Universal Community Testing Programme Workshop by the Logistics and Supply Chain MultiTech R&D Centre and 30-Hour Famine 2021 by World Vision Hong Kong.

照顾社群所需

数码港及社群企业营运以人为本,即使面对疫情,我们仍然积极支持社区关怀活动。 我们提供数码港场地予警察公共关系科拍摄 "STEM-Up香港创新科技大赛" 宣传片段 及环保署举办"低碳绿色科研基金"公众交流会,并支持物流及供应链多元技术研发 中心举行"普及社区检测计划工作坊",以及世界宣明会举行"2021饥馑30"。

For details about the social impact created by Cyberport realising public missions, please refer to the following sections.



30-hour Famine 2021, organised by World Vision Hong Kong, held at

世界宣明会的2021饥馑30干数码港举行。

有关数码港透过实践公众使命所达致的社群效益的 详情,请参阅以下章节。

Talent Cultivation and Development 人才培育与发展		Refer to 参阅
Providing seed funding to build prototypes	提供种子基金研发应 用雏形	p.33
Nurturing promising start-ups	培育有潜力的初创公司	p.33
Providing I&T career opportunities	提供晋身科创行业机会	p.37
Uplifting digital proficiency in society	提高社会各界数字科 技知识	p.38

Society	20.4%	
Integration of New and Traditional Industries 新经济及传统经济融合		Refer to 参阅
Encouraging digital transformation	鼓励数码转型	p.51
Enabling Smart Government	实现"智慧政府"	p.53
Enhancing engagements between new and traditional economies	加强新及传统经济交流	p.54

•	Industry Development 产业发展		Refer to 参阅	
		Enriching the I&T ecosystem	完善科创生态系统	p.41
		Facilitating 5G Deployment	促进5G技术应用	p.42
		Promoting development of FinTech	推动金融科技高速发展	p.44
		Hosting signature industry events	举办产业旗舰活动	p.46

Market Outreach and Investment 开拓海外市场及投资机会		Refer to 参阅
Injecting impetus into the venture capital market	为创业投资市场注入 动力	p.57
Promoting diverse developments in the GBA	拓展大湾区多元发展	p.59
Facilitating start-ups' overseas expansion	促进初创企业海外发展	p.60



CORPORATE GOVERNANCE

For details about our corporate governance, please refer to p.68-85. 有关我们企业管治的详情,请参阅第68-85页。

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