



ENVIRONMENTAL, SOCIAL AND GOVERNANCE

環境、社會及管治

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.

我們希望概述數碼港於截至2021年3月31日的財政年度在環境、社會及管治方面的表現。

本章節涵蓋數碼港的主要業務運作，力求凝聚一個具有活力及包容性的創科生態系統，同時維持一個智能、安全和綠色的社區環境予所有人共享。作為香港的數碼科技樞紐，我們以引領香港創新科技發展和數碼轉型為己任，致力保持高水平的可持續發展，為社會締造長遠價值。

我們不但致力將可持續發展的承諾付諸行動，更透過支持顧及環境、社會及管治(ESG)因素的社群初創企業，推動社會正向發展。例如，我們夥拍專為企業收集基本 ESG 數據、再為其訂制跟進方案的社群初創企業 ESG Matters，向數碼港社群企業提供課程，助其掌握實踐 ESG 最佳做法的基本知識。



ENVIRONMENTAL PROTECTION

環境保護

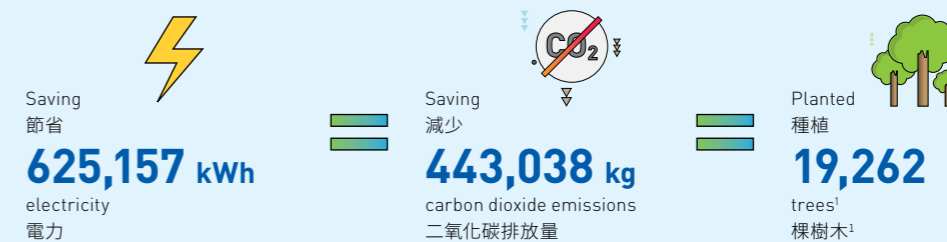
Co-Building a Greener Campus

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.

携手共建綠色園區

數碼港作為企業公民，積極管理碳排放及提高資源效率，以減少對環境的影響。我們不斷強化環保項目，以建設一個更綠化的園區，追求可持續發展和減低碳排放，以符合聯合國「可持續發展目標」，及配合香港政府於2050年前實現碳中和的目標。

Energy Saving in 2020/21 於2020/21年所節省的能源



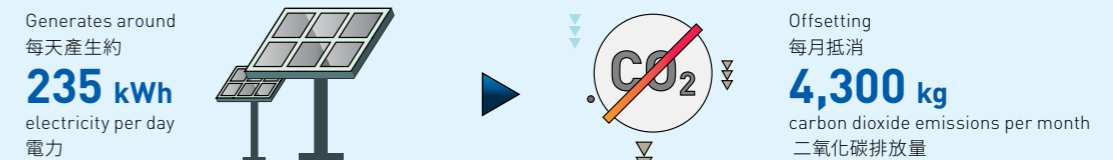
Multifaceted Resources Conservation

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%.

各方協力節省資源

為了提高能源效益，我們於海濱公園為燈柱加裝太陽能電池板，實行太陽能照明。此外，我們在數碼港四座的天台裝置了太陽能發電系統，最高發電容量約為60 kWp。我們每天平均產生約235 kWh的電力，以每月計，相當於抵消約4,300公斤的二氧化碳排放量。我們不但晉身為可再生能源製造商，亦通過購買可再生能源獲得香港電燈公司的「可再生能源證書」。我們亦安裝更具效益的變頻式製冷系統，逐步取代舊式設備。同時，為支持節能及智慧出行，我們在數碼港一座及二座停車場，安裝特斯拉電動車的V3快速充電器，提升園區電動車充電能力達60%。

Solar PV System at Cyberport 4 位於數碼港四座的太陽能發電系統



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.

我們以節約用水及提高天然資源的可持續管理為目標，安裝逆滲透水過濾系統，為 Smart-Space 用戶提供潔淨的飲用水，大幅減少使用塑膠及即棄水樽。此外，我們一直循環再用園區內的灰水，例如使用數碼港四座水池及香港數碼港艾美酒店的游泳池水，作為日常地板清潔和海濱公園灌溉的水源。

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.

這些計劃都是建基於我們近年的努力之上，我們持續於停車場減少燈管數量、增加應用LED燈、停用換熱器以提高機房營運效益，以及調整各種設備和設施的使用量，例如減少LED顯示屏幕及扶手電梯的運作時間，以回應對抗氣候變化的急切需要。我們已安裝了13個回收設施，平均分佈在園區內的便利位置，讓所有訪客都可以輕鬆使用。數碼港亦於2021年3月份參加了由世界自然基金會主辦的「地球一小時2021」活動，把不必要的電燈關上一小時，共同傳達關心氣候變化的信息。

1. Based on the calculation that a 5-metre tall tree absorbs carbon dioxide at a rate of 23 kg per year. 以一棵五米高的樹木一年吸收約23公斤的二氧化碳計算。

Awards & Certifications 獎項及認證

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.

環保署室內空氣質素檢定證書 (卓越級)

根據環境保護署的認證，數碼港園區的室內空氣質素被評定為「卓越級」，符合檢定計劃十二項指標的最高標準。

IAQ Certification Scheme Objectives (8-hour average) 室內空氣質素檢定計劃指標 (八小時平均值)			
Parameter 參數		Unit 單位	Excellent Class 卓越級
Room Temperature	室內溫度	°C	20 to < 25.5
Relative Humidity	相對濕度	%	40 to < 70
Air movement	空氣流動速度	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/m ³ ppmv	< 2,000 < 1.7
Respirable Suspended Particulates (PM ₁₀)	可吸入懸浮粒子 (PM ₁₀)	μg/m ³	< 20
Nitrogen Dioxide (NO ₂)	二氧化氮(NO ₂)	μg/m ³ ppbv	< 40 < 21
Ozone (O ₃)	臭氧(O ₃)	μg/m ³ ppbv	< 50 < 25
Formaldehyde (HCHO)	甲醛(HCHO)	μg/m ³ ppbv	< 30 < 24
Total Volatile Organic Compounds (TVOC)	總揮發性有機化合物(TVOC)	μg/m ³ ppbv	< 200 < 87
Radon (Rn)	氡氣(Rn)	Bq/m ³	< 150
Airborne Bacteria	空氣中細菌	cfu/m ³	< 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 energy.

港燈可再生能源證書

數碼港除了透過太陽能發電系統生產可再生能源之外，更通過購買可再生能源獲得香港電燈公司的「可再生能源證書」。

Quality Water Supply Scheme for Buildings – Fresh Water (Management 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 Certificate.

水務署大廈優質供水認可計劃 – 食水 (管理系統) 金獎

數碼港在管理其內部水管系統方面持續遵守水務署指引超過六年，有效保障食水質素，獲頒發金證書。

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.

香港管理專業協會頒發2020年度優質管理獎「Excellence Award」

數碼港卓越的企業管治備受肯定，加上董事局及管理層的貢獻，協助推動數碼港的公眾使命，並鞏固數碼港在數碼創新及創業的領導地位。



SOCIAL IMPACT 社群效益

Solidarity with the Community

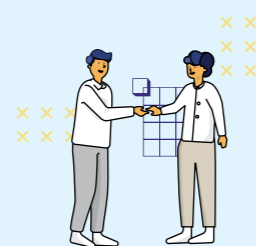
Cyberport initiated "Braving the Epidemic" campaign with over 70 practical digital solutions from the Cyberport community, with a view to empowering all walks of life to cope with the pandemic and acclimatise to the new normal. At ET Net's Health Partnership Awards 2020, Cyberport was awarded "Outstanding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

與大眾共渡時艱

數碼港發起「敢創抗疫」行動，集合超過70個來自數碼港社群企業的實用科技方案，讓社會各界應付疫情及適應新常態。因此，數碼港獲得《經濟通》頒發「2020健康同行夥伴大獎 - 傑出社創領袖獎 (企業社會責任)」，表彰我們在關鍵時刻以行動回應社會所需。

Braving the Epidemic 敢創抗疫

Over
超過 **70**
digital solutions from
the Cyberport community
個來自數碼港社群企業的科技方案



Benefitting over
受惠用家超過
40,000 users
名

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.

面對疫情的艱難時刻，我們堅守崗位，與社群企業並肩同行、迎難而上。在政府第三輪抗疫基金的支持下，我們由2020年10月開始，為超過800間社群企業延長租金寬減六個月，惠及寫字樓租戶、零售商、餐廳營運商和Smart-Space用戶。前後共三輪的租金支援由2019年10月至2021年3月底實行，為數碼港的中小企和初創企業大幅紓緩財務負擔和現金周轉的壓力。

智慧園區 優質體驗

數碼港著力建設更智能及可持續發展的園區，在多方面堅持不懈，以科技提升客戶體驗。去年，社區衛生乃重中之重，我們採用由數碼港初創公司研發的機械人，加強公共清潔。我們使用Rice Robotics 在室內公共空間進行噴灑消毒，路邦科技的紫外線消毒機械人則在有病毒傳播潛在風險的地方，進行即時深層消毒。我們亦計劃採用清潔機械人，按照預先定制的園區地圖編程清潔模式，在夜間於辦公室進行深度清潔，省時快捷，協助保持辦公室衛生。同時，我們將在數碼港辦公室引入機器人接待員，協助引導訪客，並在繁忙時段提供即時服務。

數碼港商場內的設施亦適時更新，以提升服務效能。我們正於部分洗手間安裝感應器，讓管理人員能夠精確地偵察需要維修的地方，例如設施被多次重複使用後，感應器可準確的檢測及提供需要維修的實時提示，同時亦可以評估流量以進行及時處理。日後，我們計劃於整個園區安裝有關裝置。



Cyberport adopted its incubatee Rice Robotics' product, Jasmine, to perform comprehensive sanitation on the campus.

數碼港採用培育初創Rice Robotics的產品Jasmine，在園區進行全面清潔。

Undeterred Connections

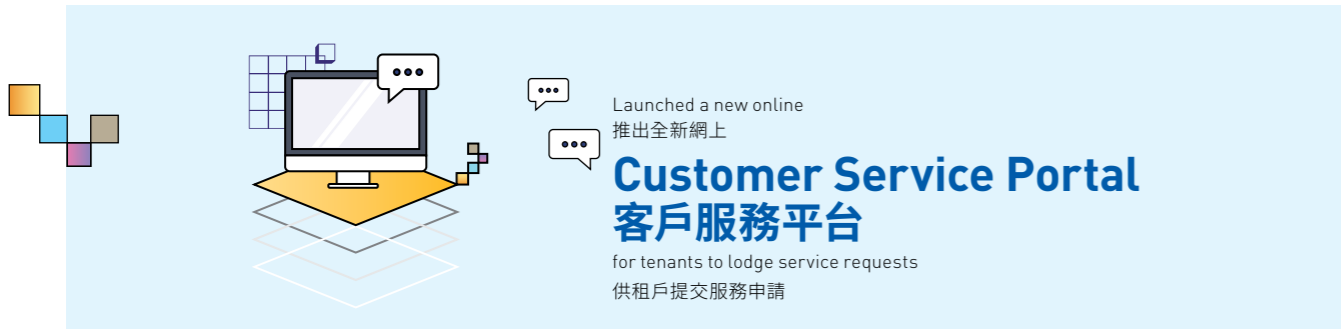
As social distancing hindered face-to-face meetings, we enriched the iStartup portal to offer start-ups more opportunities to connect with potential partners and investors, and conduct business matchings online. We also added a platform to enable over 100 members of the Cyberport Investors Network (CIN) 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.

聯繫無間

因應疫情阻礙面談會議，我們改善了iStartup平台，讓初創企業能於線上聯繫潛在合作夥伴和投資者，以促成業務配對；另外亦新增可供「數碼港投資者網絡」成員使用的功能，讓超過100位網絡成員可方便快捷地尋找初創企業、解決方案和投資機會。平台提供備有關鍵詞搜索功能的數據庫，顯示超過1,200多家初創企業和培育計劃畢業生的公司資料，以及各企業的投資和融資歷史、投資者紀錄和其他融資相關的資訊。同時，我們於iStartup平台增加專為「數碼港專業服務網絡」而設的功能，供數碼港社群成員聯繫超過20間專業服務顧問公司，選取合適的專業服務、一對一業務諮詢及初創工作坊。

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 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 responsiveness.

數碼港明白與園區成員保持緊密聯繫，對有效提供適切服務至關重要。為加強租戶服務，我們推出了一個全新的網上客戶服務平台，方便租戶提出服務申請、報告問題、查詢跟進狀況、申請資訊科技及電訊服務等，更可查看服務記錄尋找現成的解決方案。超過八成的辦公室和商場租戶已於平台註冊，並有約六成的資訊科技及電訊服務申請經此平台提交，有效減少電話服務申請及重複申請的情況，提高服務回應率。

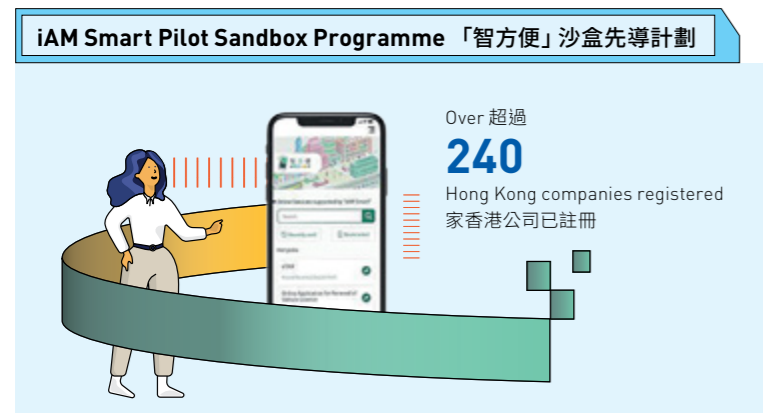


Popularising New Tech

As the past year has witnessed, big data and its analytics have spawned a profusion of readily useful smart applications to advance smart living space. 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' innovations. Last year, Cyberport collaborated with the Office of the Government 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 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.

推廣最新科技

從去年可見，大數據分析有助開發即時實用的應用程式，相關產品推陳出新，加快實踐智慧生活。數碼港作為智慧生活的倡導者之一，持續加強我們的支援，成就初創企業創新，並為其智慧生活產品提供測試和展示平台。本年度數碼港與政府資訊科技總監辦公室，向商業機構推行「『智方便』沙盒先導計劃」，讓金融業及金融科技公司了解該系統的應用程式介面 (API)，並試用平台的「身份認證」、「自動填寫表格」、「個人化提示」和「數碼簽署」等功能的應用程式介面，以助開發金融科技相關的應用程式，提高其可用性，令個人理財服務變得更數碼化，促進香港在智慧生活方面的發展。



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.

超過240家香港公司已參加計劃，24個應用程式正密鑼緊鼓進行綜合測試。已推出的兩個應用程式包括由數碼港社群企業醫結 (MediConCen) 為虛擬保險公司Blue開發的保險應用程式。部份社群企業更已為其他公司開發軟件開發工具包，方便他們建立支援「智方便」的應用程式。

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.

5G愈來愈普及，我們將5G開發工具，包括電話卡、路由器和5G電話，免費借予超過20間社群企業，讓他們在模擬5G網絡環境中測試不同產品，加快推出市場。

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.

數碼港園區展示了眾多智慧生活的創新方案，以推廣產品應用並助力其發展。CyberLab展示來自超過10間社群企業的5G科技方案；而智慧生活概念店則示範智慧零售、營銷和管理方案。商場租戶和設施亦善用我們初創企業的方案，例如鍾菜館採用了Connect AR的擴增實景技術，進行聲音導賞，生動地呈現店內多件展藏背後的故事。

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.



30-hour Famine 2021, organised by World Vision Hong Kong, held at Cyberport this year. 世界宣明會的2021飢饉30於數碼港舉行。

照顧社群所需

數碼港及社群企業營運以人為本，即使面對疫情，我們仍然積極支持社區關懷活動。我們提供數碼港場地予警察公共關係科拍攝「STEM-Up香港創新科技大賽」宣傳片段及環保署舉辦「低碳綠色科研基金」公眾交流會，並支持物流及供應鏈多元技術研發中心舉行「普及社區檢測計劃工作坊」，以及世界宣明會舉行「2021飢饉30」。

有關數碼港透過實踐公眾使命所達致的社群效益的詳情，請參閱以下章節。

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

Talent Cultivation and Development 人才培育與發展		Refer to 參閱	Industry Development 產業發展		Refer to 參閱
Providing seed funding to build prototypes	提供種子基金研發應用雛形	p.33	Enriching the I&T ecosystem	完善創科生態系統	p.41
Nurturing promising start-ups	培育有潛力的初創公司	p.33	Facilitating 5G Deployment	促進5G技術應用	p.42
Providing I&T career opportunities	提供晉身創科行業機會	p.37	Promoting development of FinTech	推動金融科技高速發展	p.44
Uplifting digital proficiency in society	提高社會各界數碼科技知識	p.38	Hosting signature industry events	舉辦產業旗艦活動	p.46
Integration of New and Traditional Industries 新經濟及傳統經濟融合		Refer to 參閱	Market Outreach and Investment 開拓海外市場及投資機會		Refer to 參閱
Encouraging digital transformation	鼓勵數碼轉型	p.51	Injecting impetus into the venture capital market	為創業投資市場注入動力	p.57
Enabling Smart Government	實現「智慧政府」	p.53	Promoting diverse developments in the GBA	拓展大灣區多元發展	p.59
Enhancing engagements between new and traditional economies	加強新及傳統經濟交流	p.54	Facilitating start-ups' overseas expansion	促進初創企業海外發展	p.60



CORPORATE GOVERNANCE 企業管治

For details about our corporate governance, please refer to p.68-85. 有關我們企業管治的詳情，請參閱第68-85頁。