

# Empowering Hong Kong's AI Vision for a Sustainable Future

*Aligning Vosyn's AI Localization and  
Contextualization with Hong Kong's  
SDG and ESG Goals for Inclusive  
Digital Transformation*



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In preparing this Report, Vosyn Inc. has adopted a rigorous methodology modeled after leading industry research and state-of-the-sector analyses. Our approach integrates both qualitative and quantitative data, drawing from internal records, stakeholder engagement, and third-party sources. All findings and case studies are evaluated through a local alignment methodology and impact lens, ensuring relevance to our operational context and the communities we serve. Citations are provided where applicable, and our analysis is structured to transparently communicate both achievements and areas for improvement. The use of advanced AI technologies supports our data collection, analysis, and reporting processes, enhancing accuracy and enabling deeper insights into ESG and SDG-related outcomes. This methodology is consistent with best practices found in academic research and industry benchmarking reports.

**Future-Oriented ESG and Sustainability Information:** The Report includes forward-looking information about prospective ESG and sustainability results, including alignment with the SDGs, responsible AI practices, and anticipated environmental and social impact. These projections are based on assumptions about future economic conditions, regulatory developments, and courses of action, and are not presented in the format of historical financial statements. Actual results may vary from the ESG and sustainability outlook summarized in this Report.

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Vosyn Inc. is committed to advancing ESG principles and supporting the achievement of the SDGs through responsible innovation, ethical governance, and sustainable business practices, with AI as a key enabler of positive impact. We strive to continuously improve our ESG and sustainability performance, transparently report our progress, and engage stakeholders in our journey toward a more inclusive, equitable, and sustainable future.

## Executive Summary



### National & Policy Context

- Smart City Blueprint 3.0
- Climate Action 2050 & ESG rules
- Innovation & Tech Blueprint
- Biliteracy & Trilingualism policy
- Digital inclusion & racial equality
- Common Spatial Data Infrastructure

### Vosyn's Platform & Strategic Fit

- Multilingual, context-aware, voice-preserving AI
- Inclusive design for seniors & minorities
- Privacy, security, and ethical AI
- Links to UN SDGs & HK smart-city plans

### High-Impact Applications

- Mapping AI's features to UN Sustainable Development Goals (SDGs)
- Mapping to Hong Kong government strategies:
- Smart City Blueprint 3.0
- Climate Action Plan 2050
- Innovation & Technology Development Blueprint
- Digital Inclusion Programs

### ESG Impact & Path Forward

- Multilingual e-government
- Healthcare & emergency localization
- ESG/green-finance assistant
- Senior & minority inclusion tools
- Smart transport & tourism voice AI
- Call to action

## References





An aerial photograph of a city skyline at sunset. The sky is a mix of light blue and orange. In the foreground, a multi-lane highway is filled with cars. Several skyscrapers are visible, including one with a prominent clock tower and another with a spire. A large maroon circle is overlaid on the left side of the image, containing the text 'Executive Summary'.

# Executive Summary



# Executive Summary

## Hong Kong's Smart, Inclusive, and Sustainable Vision

Hong Kong's government is charting an ambitious course toward a smart, inclusive, and sustainable city. Key initiatives – from the Smart City Blueprint and Climate Action Plan 2050 to ESG reporting mandates and a biliterate, trilingual society – set the vision for a future where technology drives both economic growth and social good.

## AI's Role in Supporting Smart Governance and Language Preservation

In this report, AI presents a thought leadership perspective on how its multilingual, contextual, and voice-preserving AI platform can align with Hong Kong's priorities. By enabling inclusive public services across Cantonese, Putonghua (Mandarin), and English, preserving cultural nuances, and expanding equitable access to digital tools, our AI solutions support Hong Kong's goals in smart governance, sustainability, and language preservation.



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## Mapping Solutions to SDGs and Driving Collaboration

The report maps AI's features to the UN Sustainable Development Goals (SDGs) and Hong Kong's specific strategies (Smart City Blueprint 3.0, Climate Action Plan 2050, Innovation & Technology Blueprint, Digital Economy Blueprint), and it illustrates localized use cases – from multilingual e-government and healthcare localization to ESG enablement for businesses, digital inclusion for seniors and minorities, and culturally aware smart city applications. AI calls for a collaborative approach with the Hong Kong SAR Government, financial sector, tech ecosystem, and community groups to scale responsible, inclusive AI that advances Hong Kong's smart city vision and sustainable urban development.

### AI for Government and Citizens

AI enhances bilingual public services with real-time localization and chatbots, supporting inclusivity across 200+ nationalities.

### AI for Smart Tourism and Culture

From AI-powered tourism assistants to cultural storytelling, AI enriches experiences for visitors while preserving local heritage.

### AI for Sustainability and Education

AI supports climate awareness campaigns, e-learning localization, and accessibility for people of determination.

## Impact Highlights...

### 100+ languages supported

Our technology enables seamless multilingual communication, ensuring accessibility for Hong Kong's diverse population.

### Voice localization & preservation

Public figures and citizens can speak naturally, with their unique voice and tone preserved across localizations.

### Inclusive services

From smart government to tourism, AI integrates with platforms to make digital services accessible to all.

### Sustainability & ESG alignment

AI tools promote awareness campaigns, climate communication, and inclusive education, supporting SDG targets.

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# National & Policy Context



# Introduction: Hong Kong's Vision for an Inclusive Smart City

Hong Kong is on a transformative journey to become a world-famed smart city characterized by a strong economy and high quality of living. Government blueprints and policies outline an inclusive, technology-driven future where people are “happier, healthier, smarter and more prosperous, and the city greener, cleaner, more livable, sustainable, resilient and competitive”. Achieving this vision requires aligning innovation with public priorities:

## Smart City Blueprint (3.0)

Building on earlier blueprints (2017 and 2020), the upcoming Smart City Blueprint 3.0 will expand initiatives under six smart areas: Smart Mobility, Smart Living, Smart Environment, Smart People, Smart Government, and Smart Economy. The mission is to embrace innovation and technology in daily life, delivering convenience and tangible benefits to the public. For example, recent measures included enhancing smart tourism platforms and developing traffic data analytics. The blueprint's mission emphasizes better care for the elderly, digital inclusion, environmental sustainability, and a digitally enabled government.

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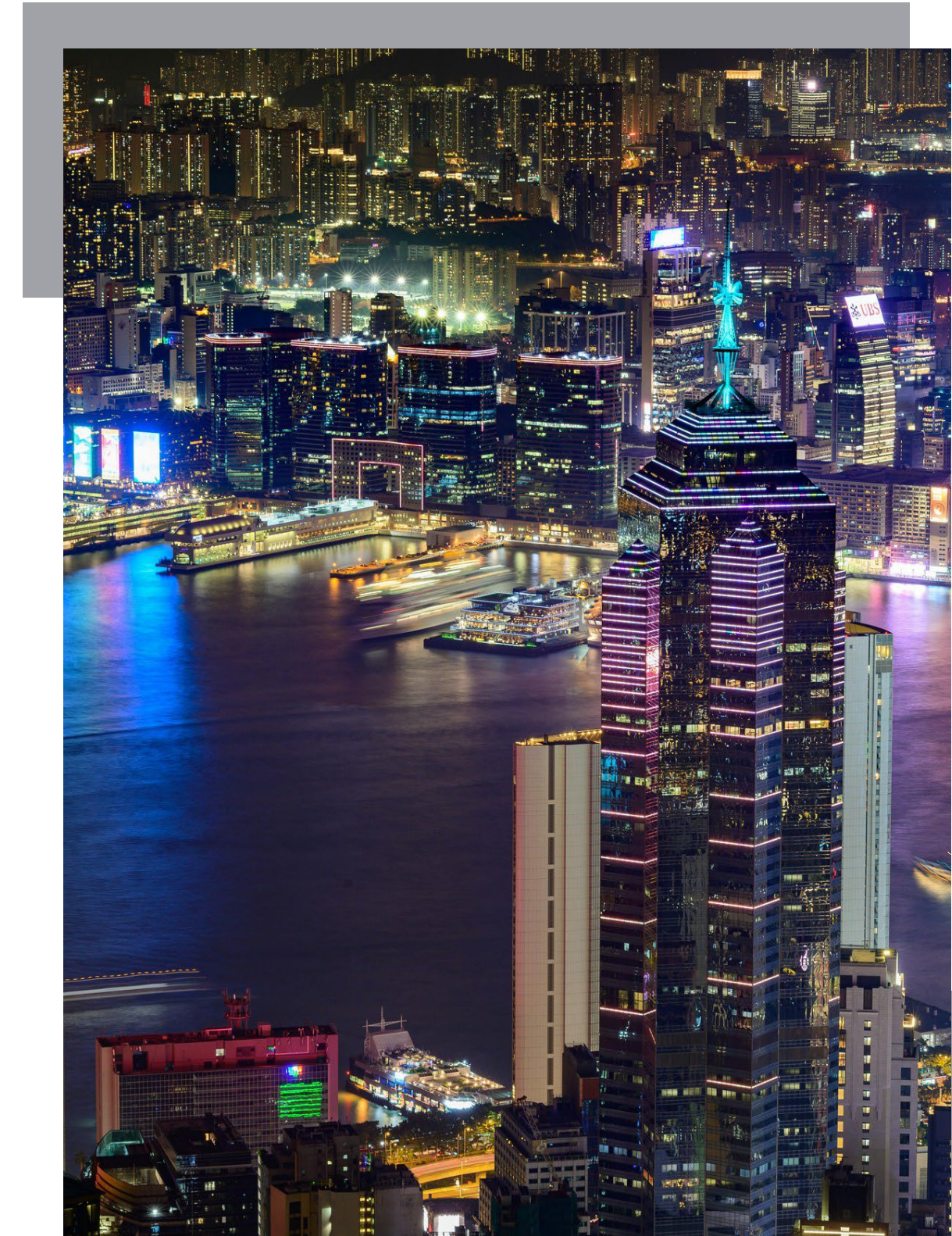
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## Climate Action Plan 2050 and Sustainability Agenda

Hong Kong has pledged to achieve carbon neutrality before 2050, earmarking HK\$240 billion for climate mitigation and adaptation over the next 15–20 years. The Climate Action Plan 2050 sets out four decarbonization strategies (net-zero electricity generation, energy saving and green buildings, green transport, and waste reduction) to reach interim targets like a 50% emissions cut by 2035. This sustainability drive aligns with global goals (Paris Agreement) and requires broad community engagement. Hong Kong’s ESG governance framework is also maturing – listed companies must report on ESG factors on a “comply or explain” basis, and regulators are moving toward mandatory climate-related disclosures by 2025. This reflects a commitment to transparency and responsible business practices as part of a vibrant green finance hub.

## Biliterate, Trilingual Society and Language Preservation

Under the “one country, two systems” framework, Hong Kong prides itself on a unique East-meets-West culture with linguistic diversity. Chinese (written) and English are official languages, and the government promotes “biliteracy and trilingualism” – proficiency in written Chinese and English, and spoken Cantonese, Putonghua, and English. Top officials underline that this dual-language governance and multi-language environment is key to Hong Kong’s competitiveness and inclusivity in a globalized world. With ~600,000 residents from different countries and cultures ensuring public services in multiple languages is crucial for social cohesion. There is also growing recognition of the need to preserve Cantonese and local cultural identity in the digital era, even as Mandarin (Putonghua) use rises in the Greater Bay Area. Hong Kong’s language policy and campaigns aim to strengthen Cantonese heritage while enhancing residents’ fluency in Mandarin and English, thereby fostering a more caring, inclusive multicultural community.

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## Common Spatial Data Infrastructure (CSDI)

A key enabler in the smart city roadmap is the CSDI, launched in late 2022 as a one-stop geospatial data portal. By opening over 500 datasets on planning, transport, environment and more, the CSDI “centralises multi-source spatial data” and fuels application development, boosting the digital economy and quality of life. It features Hong Kong’s first 3D digital map to support urban planning, traffic management, environmental studies and other smart city applications. CSDI exemplifies Hong Kong’s push for data-driven innovation and provides a rich foundation for context-aware AI services.

### Summary

These priorities form the backdrop for AI’s mission: leveraging advanced AI to support Hong Kong’s smart city and sustainability objectives while celebrating its linguistic heritage. In the following sections, we introduce AI’s platform and demonstrate how its capabilities align with Hong Kong’s policy goals and the UN Sustainable Development Goals.

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**100+**  
languages supported

AI enables seamless multilingual communication across Hong Kong’s diverse population.



**Inclusive by design**

Accessibility features empower people of determination, elderly citizens, and non-native speakers.





# Vosyn's Platform & Strategic Fit



# AI Platform: Multilingual, Contextual, Voice-Preserving Technology

We are a cutting-edge AI platform specializing in voice technology that is multilingual, contextual, and voice-preserving. Our solution combines natural language processing, speech recognition/synthesis, and machine localization in a way that maintains the speaker's unique voice and cultural nuances across languages. Key features of the AI platform include:

## Multilingual Communication:

AI supports seamless trilingual interaction in Cantonese, Putonghua (Mandarin), and English – the three primary languages of Hong Kong – with potential for other languages/dialects. Users can speak or listen in their preferred tongue, and the AI will understand and respond appropriately. This lowers language barriers in public services and business, reflecting Hong Kong's official bilingual policy and multicultural makeup. Crucially, the system handles code-switching and locale-specific idioms, enabling truly natural dialogues that respect local expressions (for example, Cantonese colloquialisms or culturally significant phrases).

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## Contextual Understanding:

Built with advanced context awareness, AI grasps not only linguistic content but also situational context. It can integrate real-time data and user context – for instance, pulling location-based information from Hong Kong’s CSDI or referencing current government datasets – to provide relevant, personalized responses. Whether it’s a smart city kiosk giving navigation help or a digital assistant answering e-government queries, AI uses contextual cues (location, user profile, previous queries) to improve accuracy and user experience. This aligns with the Smart City Blueprint’s emphasis on data-driven services and the use of open data to enhance daily life.

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**“If you talk to a man in a language he understands, that goes to his head. If you talk to him in his own language, that goes to his heart.”**

**— Nelson Mandela**

# Voice Preservation and Cultural Nuance:



## Real-Time Voice Adaptation

AI adapts speech instantly across languages while preserving original tone and rhythm.



## Cultural & Dialect Localization

Voices can be tailored to local dialects or cultural expectations, enhancing authenticity.

## Engagement & Immersion

Listeners are more engaged when localizations carry the same emotion and identity as the original voice.

A standout feature of AI is its voice-preserving neural speech synthesis. When localizing speech from one language to another, AI can output the localization in a voice that matches the original speaker's tone, intonation, and emotional timbre. For example, if a government officer records a public announcement in Cantonese, AI can generate an English or Putonghua version that retains the officer's own voice. This preservation of vocal identity helps maintain trust and personal connection in communications. It also ensures that the emotive and cultural nuances – such as the polite register in Cantonese or the specific cadence of Hong Kong English – are not lost in localization. By doing so, technology reinforces rather than erodes cultural characteristics, supporting Hong Kong's goal to promote multicultural integration without linguistic homogenization.

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## Inclusive Design and Accessibility:

AI's platform is designed with universal accessibility in mind. Voice interfaces can serve those who have difficulty with text-based interfaces – including seniors who are less comfortable with typing or reading small fonts, the visually impaired who rely on screen readers, or residents with lower literacy. The AI provides text-to-speech and speech-to-text conversion with high accuracy, enabling, for instance, an elderly person to speak a question in Cantonese and hear a response in Cantonese, or a deaf user to receive an instant text transcript of a spoken announcement. The interface supports both Traditional Chinese and English text, aligning with Hong Kong's biliterate standards. By tailoring to user needs, AI helps close the digital divide, complementing government digital inclusion programs such as the “Smart Silver” initiatives for elders. (Notably, the government has funded HK\$100 million for community digital training under Smart Silver, highlighting the demand for elder-friendly tech.) AI's voice-centric approach offers an intuitive alternative for those who struggle with conventional computer interfaces, thereby expanding equitable access to digital services.

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## Secure and Ethical AI:

Given Hong Kong's emphasis on responsible AI governance, AI adheres to high standards of data privacy, security, and AI ethics. Voice data is encrypted and processed in compliance with Hong Kong's Personal Data (Privacy) Ordinance and relevant guidelines. The platform's algorithms are trained to avoid bias – for instance, treating all languages with equal priority and respecting dialectal differences – and to exclude inappropriate or discriminatory content. AI supports the government's Ethical AI Framework and related best practices for trustworthy AI. This ensures that our solutions can be deployed confidently in sensitive public sectors like healthcare, legal services, and finance.



# Summary

In summary, AI's platform brings together multilingual excellence, contextual intelligence, and culturally attuned voice AI. These capabilities make it a powerful tool for advancing inclusive public services, engaging communities, and driving sustainable innovation in Hong Kong. The next section maps how these features contribute to specific UN SDGs and Hong Kong policy objectives, providing a clear line-of-sight between AI's technology and the outcomes valued by policymakers, businesses, and society.

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# High-Impact Applications



# Mapping AI’s features to UN Sustainable Development Goals (SDGs)

AI’s mission goes hand-in-hand with global sustainable development targets and Hong Kong’s strategic plans. The tables below illustrate this alignment, mapping our platform’s impact to key UN Sustainable Development Goals (SDGs) and to Hong Kong’s policy blueprints.

### SDG 3: Good Health and Well-Being

**Real-time multilingual support in healthcare:** AI enables hospital staff and emergency responders to communicate with patients in their native language (Cantonese, English, Putonghua, etc.), improving patient comprehension and care quality. This supports HK’s health services by reducing language barriers and stress in critical situations.

**Mental health and elderly care:** Voice assistants can provide companionship and health information to the elderly (in Cantonese or other familiar languages), contributing to better mental well-being and connectedness.

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### SDG 4: Quality Education

**Inclusive education tools:** AI can serve as a language learning assistant, providing pronunciation and conversation practice in multiple languages for students. It can also localize educational content, ensuring non-Chinese speaking students or ethnic minority children have access to learning materials in their mother tongue.

**Lifelong learning for all:** Seniors and adults can use voice interfaces to learn digital skills or new languages in an accessible way, aligning with Hong Kong’s goal of fostering a learning society.

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### SDG 9: Industry, Innovation and Infrastructure

**Innovation ecosystem enablement:** AI exemplifies advanced AI innovation in voice tech, contributing to Hong Kong’s status as an international I&T hub. By integrating with infrastructure like CSDI and data.gov.hk, AI enhances the utility of digital infrastructure investments.

**Industry adoption:** The platform can modernize customer service and operations in industries (finance, retail, logistics) through multilingual voice bots, improving efficiency and accessibility. This drives digital transformation and smarter infrastructure usage in the economy.

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# Mapping AI's features to UN Sustainable Development Goals (SDGs)

## SDG 10: Reduced Inequalities

**Digital inclusion:** AI helps bridge language and accessibility gaps – e.g., offering government services in minority languages and voice support for those with low literacy – ensuring equitable access regardless of age, race or ability. Hong Kong's Digital Policy Office provides content in languages like Hindi, Urdu, Thai, Indonesian, etc., to ensure “equal access...regardless of their race”; AI can amplify this by enabling two-way interaction in those languages.

**Economic inclusion:** SMEs and entrepreneurs who are not fluent in English or Chinese can use AI's localization and voice tools to participate more fully in the digital economy, reducing inequality in business opportunities.

## SDG 11: Sustainable Cities and Communities

**Smart city services:** AI powers voice-driven smart city applications – from public transit announcements to tourist info kiosks – making city services more user-friendly for locals and visitors. Multilingual, voice-enabled apps for transportation (e.g. MTR, buses) improve accessibility for all, including people with disabilities, supporting Hong Kong's vision of a “more livable, sustainable, resilient” city.

**Community engagement:** The platform can be used in public consultations or reporting apps, allowing residents to submit feedback via voice in their preferred language. This encourages broader community participation in urban development and resilience planning.

## SDG 13: Climate Action

**Climate awareness and education:** AI can disseminate urgent climate and weather alerts in multiple languages instantly – critical in typhoons or extreme weather. Multilingual public announcements ensure all residents understand safety measures, which can save lives during natural disasters.

**Green lifestyle enablement:** Voice assistants can provide tips on energy saving or recycling in a culturally relevant manner, nudging citizens toward greener habits. They can also help companies and investors navigate new climate-related regulations by answering questions about carbon reporting or sustainable practices, indirectly supporting Hong Kong's Climate Action Plan goals.

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# Mapping AI's features to UN Sustainable Development Goals (SDGs)

## SDG 16: Peace, Justice and Strong Institutions

**Inclusive governance:** By offering e-government services in multiple languages and formats, AI strengthens “strong institutions” through transparency and citizen access. For instance, legal information and government announcements are made understandable to non-Chinese speakers, reinforcing trust. (Hong Kong’s laws and proceedings are bilingual to ensure justice for all 30 ; AI’s localization tech can assist in promptly localizing official documents or court information.)

**Anti-discrimination:** A voice AI that recognizes and respects all accents and languages promotes a culture of respect and inclusion. It supports the government’s racial equality initiatives by giving minorities a voice interface to access public information without fear of language hurdles.



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# Aligning AI with Global Goals and Hong Kong Strategies

Beyond the global goals, AI's platform aligns closely with specific Hong Kong government strategies and policy objectives.

## Smart City Blueprint 3.0 (Innovation & Technology for Smart Hong Kong)

**Smart Government Services:** AI enables multilingual e-government portals and chatbots, allowing residents to engage with public services in Cantonese, Putonghua, or English as they prefer. This directly supports the Smart City Blueprint goals for Smart Government and Smart Living by making digital services citizen-centric and accessible. It also addresses the Blueprint's mission to "make people... smarter and more prosperous" and to "make the Government more digitally enabled".

**Smart Mobility & Living:** In transportation, AI's voice announcements and query systems (at stations, in vehicles, or via mobile apps) help locals and tourists navigate the city. For example, a voice assistant could provide real-time traffic or parking information integrated with open data (echoing the need for real-time parking data identified in smart mobility plans). In daily living, voice AI can enhance services like smart tourism (e.g., interactive city guides in multiple languages, complementing the government's enhanced smart tourism platforms) and smart healthcare (e.g., hospital triage assistants that localize patient needs).

**Data Integration (CSDI):** AI plans to integrate CSDI's rich geospatial data, enabling location-based voice services. For instance, a user can ask, "Find the nearest recycling point" in Cantonese, and AI will respond with directions using CSDI map data. This not only showcases the utility of the CSDI infrastructure but also demonstrates innovative use of public data – aligning with Blueprint 3.0's push for data-driven solutions and a "living lab" approach to smart city development.

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# Aligning AI with Global Goals and Hong Kong Strategies Cont'd

## Climate Action Plan 2050 & Green Policies

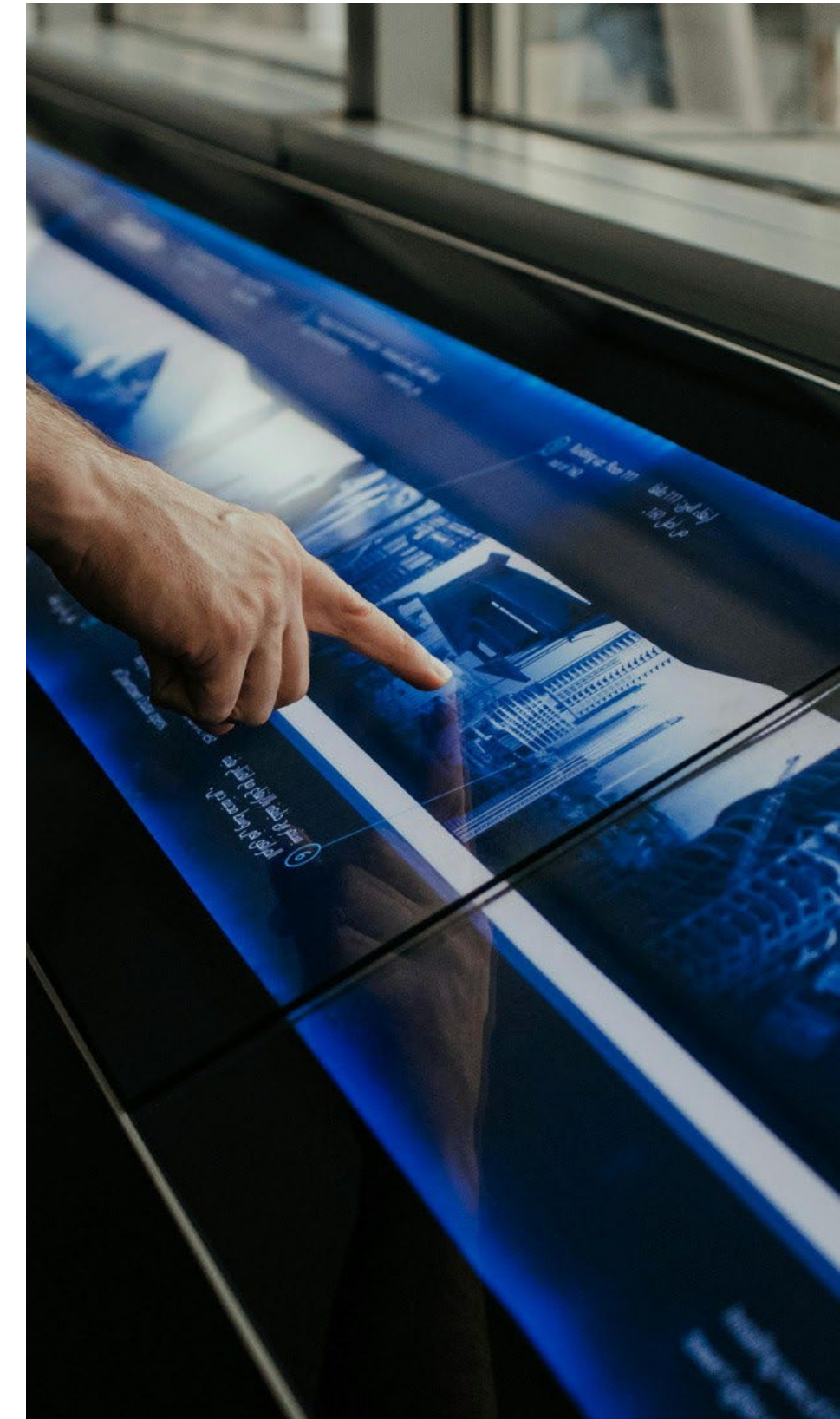
**Public Engagement in Climate Action:** AI supports climate initiatives by ensuring critical alerts and information reach all citizens. During extreme weather events or public health emergencies, the platform can broadcast warnings and instructions in multiple languages and through voice channels (phone hotlines, smart speakers, etc.), so no one is left behind. This improves community resilience in line with the “Liveable and Sustainable” city vision.

**ESG Awareness for Businesses:** AI can function as an ESG virtual assistant for companies and financial institutions. It can answer queries about Hong Kong’s latest climate regulations or HKEX’s ESG reporting requirements, helping especially SMEs to understand compliance in plain language. By lowering the knowledge barrier, AI encourages more businesses to adopt sustainable practices and report transparently, supporting the government’s agenda of strengthened climate and ESG disclosure.

**Green Lifestyle and Education:** Through interactive voice apps, AI can educate the public on Climate Action Plan themes – for example, quizzing users (in a fun, conversational way) on recycling guidelines or energy-saving tips, tailored to Hong Kong’s context. Small nudges like these contribute to the broader cultural shift towards sustainability by 2050.

## Innovation & Technology (I&T) Development Blueprint

**AI Industry Development:** AI is part of Hong Kong’s burgeoning AI industry, exemplifying home-grown innovation in speech and language technology. The I&T Blueprint set targets to expand the tech talent pool and promote AI R&D; AI’s research collaborations and local deployment projects help nurture talent and prove Hong Kong’s capacity as a testbed for AI solutions. We leverage Hong Kong’s business-friendly environment and R&D infrastructure, echoing the blueprint’s call to “transform the city into a living lab and test bed for development”.



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# Aligning AI with Hong Kong Strategic Initiatives Cont'd

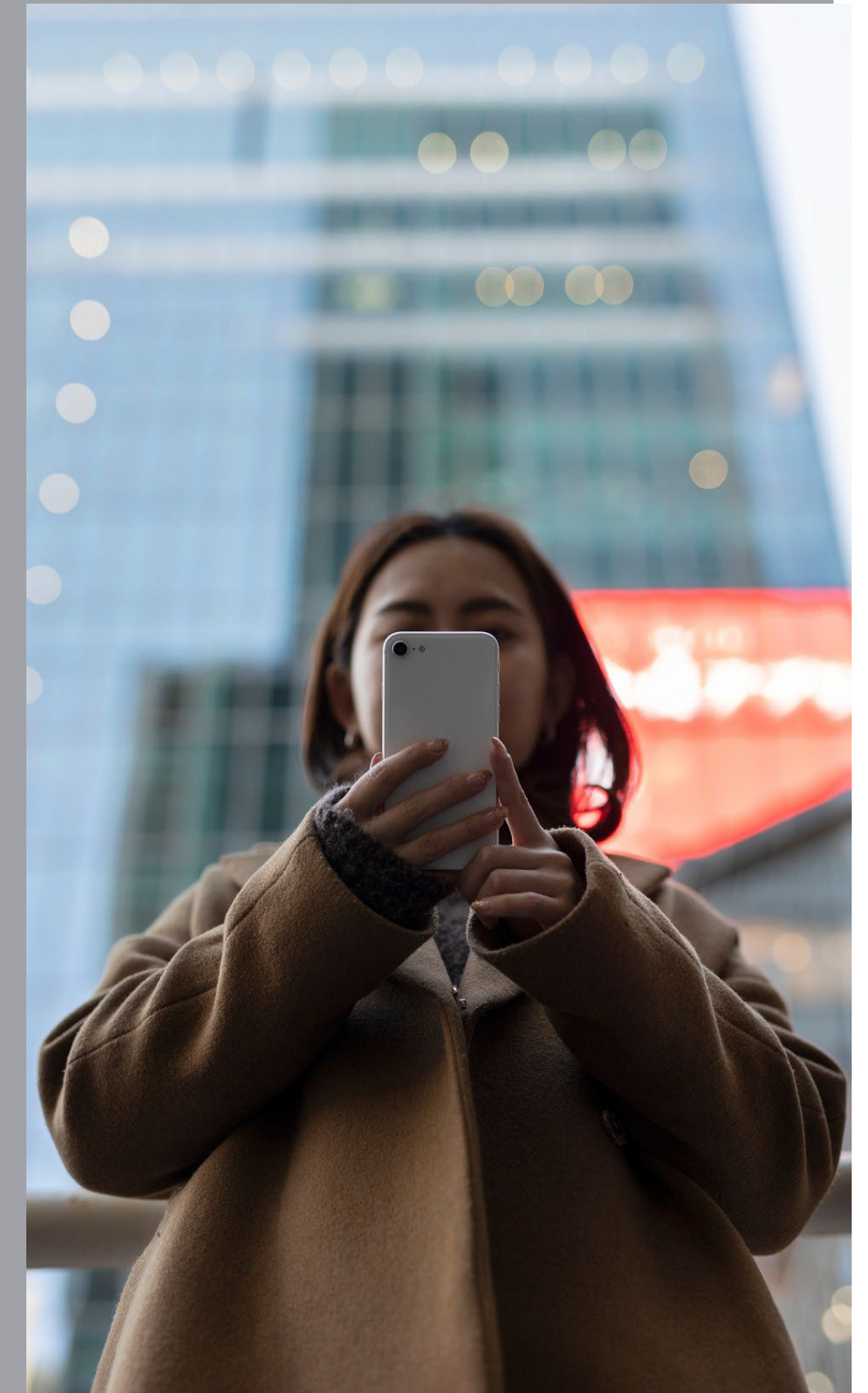
**Integration with Greater Bay Area:** AI's multilingual engine (especially Cantonese-Mandarin-English) aligns with Hong Kong's role as a connector in the Greater Bay Area. As the I&T Blueprint encourages cross-border innovation and integration with the Mainland, our platform can facilitate communication across languages (e.g., between Hong Kong and Shenzhen teams or in joint GBA smart city projects). This supports Hong Kong's positioning as a key node in regional innovation networks.

**Digital Economy Growth:** By providing AI capabilities to businesses (e.g., API services for voice AI), AI contributes to the digital economy. Companies can build new services on our platform, creating economic value and potentially exporting these solutions abroad. This helps fulfill the Digital Economy Development Blueprint's objective of diversifying and upgrading Hong Kong's economy through technology.

## Digital Inclusion Programs (Smart People, Elderly & Minorities)

**Elderly Inclusion - "Smart Silver":** AI addresses the needs of Hong Kong's aging population by offering senior-friendly voice interfaces. Government initiatives like the Smart Silver IT schemes have set up community help desks to train elders in digital tech; AI can reinforce these efforts by providing products that require minimal training – using natural voice commands instead of complex UIs. For example, an elderly user could speak to a government service hotline AI to get information on healthcare or public benefits in Cantonese, without navigating menus. This directly supports the policy goal of "better care for the elderly" through technology.

**Ethnic Minorities & Language Support:** Hong Kong strives to ensure all races have equal access to services. AI can deploy voicebots in languages spoken by ethnic minority communities (e.g. Hindi, Urdu, Nepali, Indonesian). This goes beyond providing localized webpages to offering interactive support – for instance, an ethnic minority resident could ask a question about government COVID guidelines in their native language and get an immediate answer. Such efforts bolster social inclusion and align with the government's Promotion of Racial Equality in public services.



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# We Make Global Content Accessible to Everyone

**Persons with Disabilities:** Digital inclusion also means accessible tech for people with disabilities. AI’s speech recognition can help those who cannot use keyboards, and our high-quality text-to-speech helps the visually impaired consume digital content (with output available in Cantonese or English audio). By embedding accessibility features, AI aids Hong Kong in meeting its obligations for equal opportunities in the digital realm and builds a more inclusive smart city (Smart City Blueprint’s “Smart People” dimension).

## Summary

The above mappings demonstrate that AI’s capabilities are not just tech innovations in isolation, but are tightly interwoven with Hong Kong’s development priorities. Our platform can help operationalize high-level policies into on-the-ground solutions – whether it’s achieving a “Connected City” under Smart City Blueprint, hitting SDG targets, or strengthening Hong Kong’s image as a globally connected, yet culturally unique metropolis.

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# ESG Impact & Path Forward



# Localized Use Cases: Bringing AI's AI to Hong Kong's Communities

To make the discussion more concrete, this section presents localized use cases showing how AI's voice AI platform could be applied in Hong Kong. These scenarios highlight the benefits to various stakeholders - from government departments and public service users to businesses, seniors, and tourists. Each use case is tailored to Hong Kong's context, demonstrating a deep understanding of local needs and opportunities.

## 1. Multilingual E-Government Services

**Use Case:** The Hong Kong SAR Government launches a trilingual digital assistant (powered by AI) on its GovHK portal and 1823 citizen service hotline. Residents can ask about government services, submit requests, or fill out applications by simply speaking in their preferred language. For example, a Cantonese-speaking resident might ask “我點樣申請公屋?” (“How can I apply for public housing?”) and receive a step-by-step guided response in Cantonese. Alternatively, an English-speaking expat could ask the same in English and get the information instantly, without navigating a maze of webpages.

**Impact:** This greatly lowers barriers to accessing information. It supports the government's bilingual policy by ensuring all content and transactions are available in Chinese and English with equal quality 35 36 . Moreover, by handling Putonghua input, the assistant can also serve Mainland Chinese migrants or visitors using official services. The contextual AI can pull data from relevant departments (e.g., Housing Authority guidelines or form statuses) to give precise answers. This use case enhances government transparency and efficiency, as citizens get accurate information on-demand, reducing miscommunication. It also frees up human officers from routine inquiries, allowing them to focus on complex cases. Overall, a multilingual e-government assistant embodies the “Smart Government” vision – responsive, user-friendly and inclusive public services.



It is estimated that over 200 languages are spoken in Hong Kong, making it one of the most linguistically diverse cities in the world.



## 100% Inclusive

It helps Hong Kong achieve objectives like top rankings in the UN's eService Index and 100% digital inclusion.

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## 2. Real-Time localization in Healthcare and Emergency Respons

**Use Case:** In a public hospital A&E ward, a doctor uses a AI-enabled mobile app to communicate with a patient who speaks a different language. Suppose an elderly local patient speaks only Cantonese and a visiting specialist from overseas speaks English – the app can live-localize the conversation, preserving the doctor’s reassuring tone in Cantonese for the patient. Conversely, if a South Asian patient with limited Chinese proficiency arrives, paramedics can use AI’s voice localizer to convert the patient’s Hindi or Urdu explanations into Cantonese or English for medical staff, and then relay instructions back in the patient’s language. Similarly, during a city- wide emergency (such as a typhoon or pandemic-related announcement), authorities can deploy AI to broadcast public safety announcements over loudspeakers, hotlines, and social media in multiple languages near-simultaneously.

**Impact:** Real-time voice localization in healthcare can be life-saving. It eliminates language delays when every second counts, thus improving quality of care and patient safety (SDG 3). Medical professionals can make quicker, more accurate assessments, and patients are more likely to comply with treatment when they understand instructions fully. This fosters a more equitable health system – no patient is left vulnerable due to language barriers. In city emergencies, multilingual alerts ensure that non-Chinese speaking communities (foreign workers, tourists, minorities) receive critical information. Hong Kong’s diversity means emergency messages must reach a linguistically broad audience, as noted in discussions on improving alert systems. AI’s solution aligns with that need by providing “quick and accurate dissemination of information” to all groups. This use case thereby strengthens Hong Kong’s disaster preparedness and upholds the ideal of a safe, inclusive city.

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## 3. ESG and Sustainability Enablement for Businesses and Finance

**Use Case:** A consortium of Hong Kong financial institutions and SMEs partners with AI to create a voice- activated ESG compliance assistant. This virtual advisor, available in both English and Chinese, helps companies navigate the latest ESG reporting requirements from regulators. A sustainability officer at a mid- sized company can ask, “What do the new HKEX climate disclosure rules require for Scope 1 and 2 emissions?” and the assistant will answer in detail (drawing from updated regulations) in the user’s chosen language. It can also provide reminders and tutorials – for example, guiding a user through the process of conducting a carbon audit, or explaining the Hong Kong Climate Action Plan’s implications for their industry. Additionally, banks could integrate the voice AI into green finance product offerings: e.g., a “green loan advisor” that converses with SME owners about how to get sustainability-linked loans or improve their ESG scores, again in the language they are most comfortable with.

**Impact:** This use case empowers especially SMEs and non-experts to engage with Hong Kong’s robust ESG agenda. By simplifying complex jargon into conversational language, AI’s assistant makes sustainability knowledge more accessible. This is crucial as Hong Kong moves toward mandatory ESG disclosures – smaller firms often lack resources to interpret new rules. With our AI tool, they can achieve better compliance (supporting the city’s overall transparency goals) and also identify opportunities (like green funding schemes or technology upgrades) that they might have missed. For financial institutions, such a tool enhances client engagement and demonstrates their commitment to ESG integration beyond just compliance. In the long run, this contributes to SDG 9 (innovation in industry) and SDG (climate action) by driving broader participation in sustainability initiatives. It also reinforces Hong Kong’s status as a leading green finance hub, where innovative services like voice AI advisors add to the ecosystem of support for sustainable development.



## 4. Digital Inclusion Tools for Seniors and Ethnic Minorities

### Use Case:

Building on Hong Kong's Smart Inclusion initiatives, NGOs and community centers deploy AI-powered smart speakers and voice apps tailored for elderly and minority users. For seniors: a Cantonese voice-assisted app called "Elder Connect" is installed in community centers and on tablets distributed to the elderly. This app cheerily greets users and helps them do things like check their health appointment dates, get the latest COVID guidelines, or even control simple smart-home devices – all through voice commands in Cantonese or simple English. It speaks slowly and uses larger text on screen when confirming actions, considering elderly users' needs. For ethnic minorities: a similar app or hotline offers information in eight minority languages (matching those supported on government websites: Hindi, Nepali, Urdu, Thai, Bahasa Indonesia, Tagalog, Punjabi, Vietnamese). Users can ask about public services – "How do I renew my visa?" – in their own language, and get answers or navigation help, without having to find an interpreter.

### Impact:

These tools have profound social benefits. Elderly users gain confidence and self-reliance; even if they aren't tech-savvy, they can simply speak to get what they need. This aligns with Hong Kong's push to "provide better care for the elderly ... and make people and Government more digitally enabled". It can reduce feelings of isolation among seniors and help them stay informed about health and public measures (e.g., knowing when vaccine outreach programs are happening). It complements government programs like the ICT Outreach for Elderly, by giving seniors a friendly interface they can practice with daily. For ethnic minorities, having information in their native languages on-demand is empowering.

It reinforces the government's message that public resources are for everyone regardless of race or language. In practical terms, it could improve outcomes like higher uptake of government services or compliance with important notices (for instance, an Urdu-speaking family understanding a weather warning and taking action). By breaking language silos, these tools foster a more inclusive community (supporting SDG 10 on reducing inequalities). They can also enhance multicultural harmony, as minorities feel acknowledged and heard. Ultimately, digital inclusion via voice AI helps ensure that Hong Kong's smart city advances leave no one behind – each resident can reap the benefits of innovation in daily life.





## 5. Culturally Aware Voice AI for Transportation, Tourism, and Public Services

### Use Case:

Imagine arriving at the Hong Kong International Airport and being greeted by a voice-based smart tourism guide. Travelers can interact with a kiosk or their phone: “Find me a halal restaurant in Kowloon” – the AI assistant responds in their language with recommendations and can even give directions via voice or on a map. Throughout Hong Kong, smart transport is augmented with voice AI: on the MTR, an announcement system uses AI to make station announcements and service updates in Cantonese, followed by fluent English and Putonghua, all voiced in a consistent friendly tone (perhaps even using a locally recognizable voice for warmth). Buses and tram stops have buttons that when pressed, trigger an audio message (via AI TTS) about routes and arrival times, aiding visually impaired travelers. In museums and cultural sites, visitors use a AI audio guide app that not only localizes exhibit information but also conveys it using the appropriate style – for example, using formal Cantonese when localizing an ancient Chinese poem’s description, or maintaining the humor in an English narrative at a modern art exhibit.

### Impact:

These applications boost Hong Kong’s image as an inclusive, world-class city. Tourists feel welcomed and accommodated, which can increase tourism satisfaction and return visits. Smart tourism is an identified area of development for Hong Kong, and AI’s solution brings it to life by combining localization (Cantonese culture cues) with multilingual reach. Accessible transportation through voice announcements and inquiries improves the daily experience for residents and visitors alike, especially those who might struggle with written signs (elderly, disabled, or simply non-Chinese readers).

It contributes to safer, more efficient travel – e.g., a tourist who cannot read Chinese can still get off at the right bus stop because the stop name was announced in English or their language. Public services like postal offices or libraries could also use such assistants to guide people in queue or provide information after hours. Importantly, AI’s voice-preserving tech can give these services a “Hong Kong personality.” For instance, using a local celebrity’s voice (with permission) for transit announcements could make them more engaging; or preserving an elder community leader’s voice in health education messages can resonate more with local audiences. This cultural tone preservation sets Hong Kong apart by showcasing that technology can amplify, not erase, the city’s unique character. In essence, this use case cluster enriches the Smart Mobility, Smart Living, and Smart People facets of the smart city framework – creating a city that is smart but also warm, personal, and culturally vibrant.



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# Call to Action: Partnering to Scale Inclusive AI for Sustainable Urban Development

AI is committed to turning these possibilities into reality through collaboration. Hong Kong's aspirations - be it becoming a greener city by 2050 or a more inclusive digital society - cannot be achieved by any single entity alone. We therefore extend an open call to the Hong Kong SAR Government, public agencies, the financial and business community, technology partners, and community organizations:

**Government and Public Sector:** We invite government bureaus and smart city project offices to pilot AI's solutions in public service domains. By integrating our voice AI into existing initiatives (e.g. the iAM Smart digital ID platform or the 1823 call center), the government can quickly enhance service accessibility. AI is ready to align with public sector requirements for data security, and we can work within regulatory sandboxes or innovation lab programs (such as the Smart Government Innovation Lab) to validate new applications. We also seek partnership in areas like public transport (with the Transport Department and MTR), healthcare (Hospital Authority), and emergency services, to tailor our technology to frontline needs. Government support, via co-funding or simply opening up datasets/APIs, will significantly accelerate deployment and impact.

**Financial Sector and Enterprises:** We encourage banks, insurers, and ESG-driven investors to collaborate with AI in developing fintech and "RegTech" voice solutions. By doing so, financial institutions not only improve their customer experience (through multilingual support and financial inclusion) but also demonstrate leadership in responsible innovation. Meanwhile, large corporations and SMEs can integrate AI's APIs into their own apps and workflows - whether for multilingual customer hotlines, internal bilingual training bots, or automated report generation. We welcome opportunities to co-create industry-specific AI solutions, leveraging Hong Kong's position as an international business hub.

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# Conclusion: Partnering for Hong Kong’s Inclusive and Sustainable AI Future Cont’d

## Technology Ecosystem:

AI recognizes the rich tech talent and research landscape in Hong Kong - from universities known for AI and linguistics research to a growing startup scene in the Science Park and Cyberport. We propose deeper collaboration through joint R&D (for instance, improving Cantonese NLP or developing voice solutions for IoT devices in smart buildings). By sharing best practices on AI governance and ethics, we can collectively ensure that innovations are responsible and trustworthy. We’re also keen to contribute to Hong Kong’s role in setting standards for AI in multilingual cities, potentially through forums and standards bodies. Our approach echoes the government’s pro-innovation yet careful stance on AI governance - together, the tech community can help Hong Kong be a model city for ethical AI deployment.

## Community and NGOs:

Finally, we seek guidance and partnership from those who best understand the on-the-ground needs, community groups, NGOs, and social enterprises working with the elderly, ethnic minorities, and people with disabilities. AI’s solutions must be co-created with user input to truly succeed. By collaborating with organizations running digital inclusion programs or ethnic minority support services, we can refine our language models (e.g., include colloquial phrases used in ethnic communities) and ensure our interface is user-friendly for target groups. We can also assist these groups by providing our technology at low or no cost for socially beneficial projects, reaffirming our commitment as a responsible corporate citizen. Such partnerships will help fulfill the social inclusion aims of Hong Kong’s smart city mission, making technology a tool of empowerment for all communities.

In conclusion, Hong Kong stands at the cusp of a new era where AI and multilingual technology can be harnessed to enhance urban life, preserve cultural richness, and achieve sustainability goals. AI envisions itself as a key enabler on this journey - but success will depend on forging the right partnerships across government, industry, and society. By working hand in hand, we can scale up the promising use cases outlined and embed them into Hong Kong’s daily reality.

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## Summary

**This public-facing report by AI underscores a shared belief: that innovation must be inclusive. A smart city is not measured only by its sensors or data, but by how well it serves all of its people. By aligning our technology with Hong Kong's policy vision (from the Smart City Blueprint to the Climate Action Plan and beyond), and by respecting the city's bilingual heritage and cultural identity, we aim to help Hong Kong become “smarter” not just in the technical sense, but in the human sense – happier, healthier, more equal, and sustainable.**

**AI looks forward to joining forces with stakeholders across Hong Kong to make this vision a reality. The voice of the future is multilingual, inclusive, and full of Hong Kong's vibrancy – let's shape it together.**





An aerial photograph of the Hong Kong skyline, showing a dense cluster of skyscrapers and buildings along the coast. The water is a deep blue, and the sky is filled with white clouds. In the foreground, a large maroon circular shape overlaps the left side of the image, containing the word 'References' in white text.

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