

# Braving the Epidemic

## 敢創抗疫



## The “immune” room service provider

Sam was very concerned when he heard that the hotel he worked for was taking in guests under mandatory quarantine. Anxious, Sam asked Michael, the hotel's General Manager, “It's important we play our part in the fight against the epidemic, but this will make our housekeeping the ‘dirty team’ in closest contact with quarantined individuals. What if we come in contact with a confirmed case?”

Sam was relieved with what his boss said, “We understand the risks, so we've taken on three new recruits to take over the meal delivery services. I've got you covered!”

The three new recruits were in fact robots developed by Rice Robots. Victor Lee, the Founder and Chief Executive Officer of Rice Robotics, explained, “Our indoor delivery robot is named Rice, and is often affectionately called Mai Jai (little rice grain). Rice will autonomously deliver meals to the quarantine rooms every day, reducing human contact and hence the risk of spreading COVID-19, all whilst maintaining the hotel's service quality and taking good care of the quarantined guests.”

Rice Robotics Limited is a Cyberport Community member. The robotics startup has equipped Rice with Artificial Intelligence, machine learning, IoT and cloud computing technologies.

Standing at 75cm tall and around the size of a foot stool, the robot has a white exterior and uses its internal storage compartment, a touch screen and a camera to carry out its duties.



Rice has helped hotels lower risks of community transmission while lessening the burden of the housekeeping team. Meanwhile, Rice can also be used to deliver documents within a company, act as a mobile interactive directory in a shopping mall, or even take on the role as receptionist for buildings. The possibilities are endless.



“Hotel staff members need only place the meals or any items requested by the guests into the compartment, key-in the room number and cell phone number of the guest. Rice will then depart for delivery automatically. It even sends text message to notify the guests upon arrival at their door. Hotel guest can easily open Rice's compartment by entering a one-time pass code sent along with the notification,” explained Victor.

### Quick facts



- Equipped with both radar and a light sensor system, Rice can detect obstacles in the surrounding area, so as to avoid bumping into people and other objects.
- Rice has already been in use in Cyberport, in a hotel in Aberdeen and a shopping mall in Tsim Sha Tsui.
- Rice will be deployed at the 7-Eleven convenience store in the SoftBank Group headquarters in Tokyo in January 2021.

### Company Profile

Rice Robotics is a pioneer in developing autonomous indoor service robots. “Rice” is the first fully-autonomous indoor delivery robot for busy environments. Capable of operating elevators and navigating around obstacles, Rice works alongside people in diverse and dynamic environments such as logistics, hotels, hospitals, and high rise residential and commercial areas, delivering items quickly, safely, and reliably.



Braving the Epidemic  
敢創抗疫



Learn more about  
Rice Robotics

# 敢創抗疫

Braving the Epidemic

## 沒有「腳」的 酒店房務員



**任**職酒店房務部主管的Sam，這天收到通告，指酒店將借出房間接收隔離人士。Sam緊張地向總經理Michael說：「我明白同心抗疫很重要，但我們房務團隊負責打理酒店房間，將成為接觸隔離人士最前線的「Dirty team」。萬一隔離人士當中有人確診，我們豈不是成為最高危的密切接觸者？」Michael回答道：「我當然知道這方面的風險。為此我們特別聘請了三位新『同事』。隔離人士的送餐服務就交給他們吧！」

「新同事」其實是三個由Rice Robotics研發的機械人，Rice Robotics創辦人李國康Victor表示：「我們公司研發的室內送遞機械人Rice，大家可稱呼它為『米仔』。它能全自動為入住的檢疫人士每日送三餐到房，代替人手配送減少直接接觸，同時妥善照顧隔離人士。」



Victor創辦的Rice Robotics為數碼港培育初創，公司運用人工智能、機器學習、物聯網及雲端計算技術設計出Rice機械人，身高僅75厘米，「體型」猶如一張小椅子，設有機身內格、輕觸式屏幕和鏡頭。Victor解釋，酒店員工只需將餐飲或客人所需物件放在Rice的機身內格，然後輸入客人的手機及房間號碼，Rice就會出發，送抵時Rice會經短訊通知客人收貨，客人輸入從手機得到的一次性密碼才能開啟取餐。

有Rice機械人於酒店照顧隔離人士，為房務團隊減輕了工作亦減少交叉感染的機會。除了酒店職員，Rice亦適合為企業



部門間運送文件，甚至在商場游走充當流動指示牌。協助外賣員、商廈前台接待員等。

### 速覽



- Rice機械人備有雷達及感光系統，能偵測40米範圍內的障礙物，避免與人或其他物件碰撞。
- Rice機械人已獲數碼港、香港仔一間酒店及尖沙咀一大型商場採用。
- Rice 將在2021年1月進駐位於SoftBank Group東京總部的7-Eleven

### 公司簡介

Rice Robotics是開發自主室內服務機械人的先驅，公司開發的「Rice」是本港首個針對繁忙環境的全自動室內送貨機械人。Rice能夠操作電梯並繞過障礙物，可以在物流、酒店、醫院、高層住宅和商業區等多種動態環境中與人並肩工作，從而快速、安全、可靠地交付物品。



敢創抗疫  
Braving the Epidemic



了解更多有關  
Rice Robotics