



富豪酒店國際控股有限公司

Regal Hotels

International Holdings Limited

(Incorporated in Bermuda with limited liability)

(Stock Code : 78)



2019

Environmental, Social
and Governance Report

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ABOUT THIS REPORT

Reporting Standard

This report has been prepared in accordance with the “comply or explain” provisions set out in the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”).

Reporting Principles

During its preparation, the Group adheres to the four fundamental reporting principles outlined in the ESG Reporting Guide to facilitate meaningful communication and informed decision-making. The details are as follows:

- **Materiality:** Material environmental, social and governance (“ESG”) issues were identified through stakeholder engagement, with the Group’s business nature, operational practices and locations having been considered to determine the focus of this report.
- **Quantitative:** Environmental and social responsibility data were collected and monitored to evaluate the progress in implementing environmental and social responsibility initiatives.
- **Balance:** Both the achievements and improvement plans are disclosed in this report to present a balanced picture of ESG performance.
- **Consistency:** The reporting methodologies remain consistent with past reports to facilitate a year-to-year comparison of its performance. Any changes in the methodologies and reporting scope are explained in remarks for stakeholders’ reference.

Reporting Scope and Boundary

This is the fourth annual standalone ESG report of Regal Hotels International Holdings Limited (“Regal” or the “Company” and together with its subsidiaries, the “Group” or “Regal Group”). This report covers the sustainability performance of ESG issues that are material to the hotels owned and operated by the Group in Hong Kong, and also includes the initiative highlights of the Group’s managed hotels in Mainland China.

Reporting Period

Unless otherwise stated, this report presents the highlights of our progress and performance on material ESG issues for the period from 1 January 2019 to 31 December 2019.

Accessibility of the Report and Feedback

An electronic copy of this report can be accessed on Regal’s website at www.regal.com.hk. Should you have any enquiries about the report or opinions regarding Regal’s ESG performance, please feel free to contact us via info@regal.com.hk.

Board Approval

This report was reviewed and approved by the Board of Directors of the Company (the “Board”) on 28 July 2020.

CHAIRMAN'S STATEMENT

I am pleased to present herewith the 2019 Environmental, Social and Governance Report of the Company.

At Regal, sustainability is integral to our business and operations. Upholding our mission to be an internationally recognised hotel group known for its Sustainability Programmes, we have since 2012 launched our Programmes through planning and implementing various energy-saving initiatives, green hotel management, as well as corporate social responsibility ("CSR") activities that have aimed to create positive impacts to the environment, the economy and the local communities where our hotels operate.

Being listed on the Hang Seng Corporate Sustainability Benchmark Index for the second consecutive year, our Group is further motivated to make continuous progress in sustainable development. In addition, conscious of today's environmental problems, we are concerned about the adverse effects of climate change as global carbon emissions continue to rise at an alarming rate. To this end, 9 of our hotels in Hong Kong continue to participate in the EarthCheck certification to reduce our environmental footprints. Moreover, the new "Regala Skycity Hotel" has been awarded the Gold Certification 2019 for its Sustainable Building Planning and Design Standard.

With the recent outbreak of the coronavirus pandemic (COVID-19) worldwide, the social and business activities around the world as well as cross-border traffic have been drastically affected. On one hand, the Group has taken prompt measures to counter the adverse financial impact brought about by the pandemic while, at the same time, implemented different initiatives to safeguard our guests and employees from the spread of the coronavirus. On the other hand, we continued to provide care for the communities through our Social Sustainability Programmes, focusing on the three areas, including youth development, health care and social inclusion. In recognition of our efforts, Regal was accredited as "Caring Company" by The Hong Kong Council of Social Service for the 17th year.

While we keep expanding our presence in Hong Kong and Mainland China, we will hold fast to the sustainable value in our hotel operations. Through our Sustainability Programmes, we are committed to delivering sustainable value to our stakeholders and the wider community. I wholeheartedly thank you for your support and invite you to join us in our sustainability journey.

LO YUK SUI

Chairman

Hong Kong
28 July 2020

ABOUT REGAL

Our Business

Regal Group's significant investments and principal business activities mainly comprise hotel ownership business undertaken through Regal Real Estate Investment Trust ("Regal REIT", a listed subsidiary of the Company), hotel operation and management businesses, asset management of Regal REIT, property development and investment, including those undertaken through the joint venture in P&R Holdings Limited ("P&R Holdings", which is 50% owned by the Group), aircraft ownership and leasing, and other investments including financial assets investments.




Despite engaging in a diversified investment and business portfolio, the Group's core business segment focuses on hotel operation and management, which accounts for approximately 90% of its overall revenue. This report will accordingly focus on the Group's hotel operation and management.

	<p>Mission</p> <ul style="list-style-type: none">• Sustainable Growth• Maximisation of Profit• Quality Management System• Innovative Marketing• Recognition as a Preferred Hotel Employer• Guest Satisfaction		<p>Core Values</p> <ul style="list-style-type: none">• Passion and Ownership• Innovation• Continuous Improvement• Quality• Teamwork• Initiation
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Our Brand

Being one of the largest local hotel operators, Regal, together with its predecessor listed company, has been listed in Hong Kong for almost 40 years. To become a leading and renowned hotel group in the Asia Pacific region, the Group has more than 10,000 rooms and 90 restaurants and bars in its existing and developing portfolio. By providing quality hospitality services, we have been able to attract talented employees and different categories of travellers from all over the world.

The Group currently operates hotels under three different brands, Regal, iclub and Regal Residence, with the fourth "Regala" taking shape, catering to guests with different demands, ranging from business to leisure and from full to select services. In the future, we will continue to promote our "Regal", "Regal Residence", "iclub" and the oncoming "Regala" brands by enhancing the guest experience.

 <p>Regal</p> <p>Elegant and upscale, Regal Hotel offers full-service accommodation with a variety of food and beverage choices, entertainment venues and conference facilities.</p>	 <p>iclub</p> <p>iclub provides upscale select service hotels at prime locations with tech-savvy facilities that are designed for optimum functionality.</p>	 <p>Regal Residence</p> <p>Regal Residence incorporates hotel and residential features, providing guests with the convenience and amenities of a hotel while retaining privacy and home-away-from-home comfort for an extended stay.</p>
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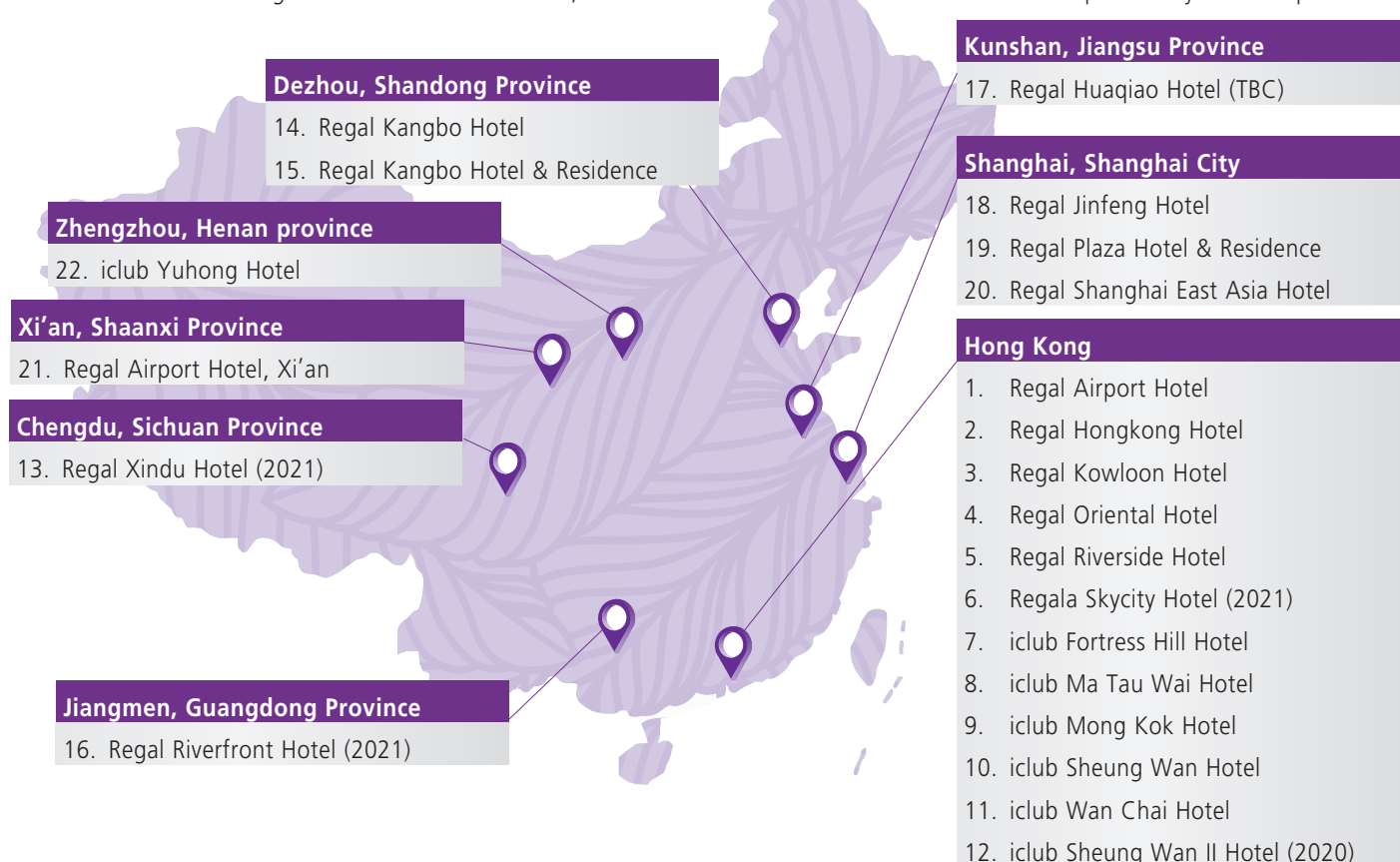
Our Presence

Aspiring to become a leading player in the Asia Pacific region, Regal has built an extensive presence in Hong Kong and Mainland China. In Hong Kong, the Group is operating nine hotels under the Regal and iclub by Regal brands, all of which are owned by Regal REIT, and managing iclub Mong Kok Hotel which is owned by P&R Holdings. In Mainland China, we manage seven hotels operating under the Regal, iclub by Regal and Regal Residence brands. This current portfolio of managed hotels encompasses a mix of full-service and select-service hotels in strategic locations across China, providing a wide range of services to our diverse guest profile.

In 2019, we continued to expand our presence in Hong Kong and Mainland China. For our Hong Kong operations, we opened iclub Mong Kok Hotel, the 5th hotel in our iclub Hotels series that is designed for optimum functionality and tech-savvy travellers. Besides, two hotels, namely iclub Sheung Wan II Hotel and Regala Skycity Hotel, are expected to be opened in 2020 and 2021 respectively. Regala Skycity Hotel is a hotel development project wholly-owned by the Regal Group under an agreement for sublease from the Airport Authority and is one of the SKYCITY projects initiated by the Hong Kong International Airport.

In Mainland China, we are expecting the completion of three new hotels in the coming years. Regal Xindu Hotel, a component part within the Regal Cosmopolitan City developed by Cosmopolitan International Holdings Limited (a listed fellow subsidiary of the Group), will be managed by the Group upon its completion. Two other hotels, to be managed by the Group, which are located in Kunshan and Jiangmen and owned by independent owners, are also in the pipeline.

Regal also expanded into oversea hotel ownership, like the Campus La Mola located in Barcelona, Spain which has been leased to an independent third party for operation. In April 2019, the Group acquired an existing property located at a prime location in London, the United Kingdom. Planning works have been commenced to renovate this property into a hotel with about 73 guestrooms and a restaurant, and the renovated hotel is intended to be self-operated by the Group.



Regal Hotels in Hong Kong and Mainland China

OUR ESG APPROACH

With the core value of operating in a sustainable manner, Regal is committed to incorporating sustainable operation practices into every hotel it operates or manages whenever practicable, regardless of ownership.



Our Sustainability Core Values and Commitments:

- To implement Green Programmes inside and outside the workplace;
- To launch a minimum of one significant Humanitarian Service Project per business unit per year, focusing on Youth Development and Health Enhancement in communities where we operate;
- To be a financially responsible Group accountable to our shareholders;
- To implement sustainable Economic and Community Development Programmes where we operate;
- To engage our guests, employees and their families in all our sustainability efforts; and
- To engage internationally recognised certification organisations to measure our sustainability performance and development.

Regal positions itself as an internationally recognised hotel group that demonstrates commitment to sustainable development. We have implemented diverse Sustainability Programmes which target environmental, social and economic sustainability.

Environmental Responsibility Programmes



- Reducing carbon emissions
- Reducing energy consumption
- Enhancing energy and water conservation
- Implementing waste management programme and practices
- Implementing the 5-R Principle (Reduce, Reuse, Recycle, Reform and Reject)
- Exploring the implementation on renewable energy

Social Responsibility Programmes



- Employing minority and physically handicapped citizens
- Supporting health, medical and literacy projects in the community
- Bolstering youth development

Economic Responsibility Programmes



- Maximisation of revenue and minimisation of cost business practices
- Delivering maximum profit to shareholders and investors
- Creation of local employment
- Development of employees and implementation of equal employment opportunity practices
- Delivering quality products and services
- Enhancing work efficiency
- Exploiting technology and automation
- Implementing economies of scale and engaging with local partners

OUR ESG APPROACH

Corporate Governance

Upholding high standards on corporate governance is one of our business operation principles. Regal strives to maintain a rigorous corporate governance system, and fully observe the Code Provisions in the Corporate Governance Code in Appendix 14 of the Listing Rules. Regal has developed an efficient corporate governance structure. Guided by the Board, the three board committees, namely, the Audit Committee, the Remuneration Committee and the Nomination Committee are delegated with different governance functions. The Board also conducts regular review on the Group's management policies and practices and material corporate matters to ensure full compliance with relevant regulations. New policies and measures are implemented whenever necessary.

For more information regarding our corporate governance and the Board of Directors, please refer to Regal's Annual Report 2019.

Sustainability Governance

Regal puts top priority on sustainable business practices. Regal values key stakeholders' opinions and feedback regarding our sustainability performance. We also take their interests into consideration in formulating our development goals. Since 2012, the Group has launched different Group Sustainability Programmes to address environmental, social and economic issues related to our business operation.

Apart from the Sustainability Programmes, we have developed a clear responsibility delegation system, enabling efficient sustainability governance and management within the Group. The Board of Directors is responsible for oversight of the overall sustainability performance and disclosure of the Group. The Executive Directors formulate and implement three-pronged Sustainability Programmes. The targets and goals of the sustainability plan will be prioritised and implemented by different operating divisions of the Group.

Regal has also set up a management system in every hotel to facilitate the management process and operation. Led by the hotel general managers, relevant managerial employees are responsible for setting achievable goals to balance the needs of the community, providing high quality services and implementing relevant sustainability programmes. To encourage internal communications and improve transparency, we are getting employees on board through our green and social good initiatives. In addition, we strive to establish and maintain relationships with our stakeholders based on mutual trust, and to advocate sustainable development through working in collaboration with stakeholder groups including customers, investors, shareholders, business and community partners, suppliers and employees.

Corporate Sustainability Recognition

Regal has been selected as a constituent member of Hang Seng Corporate Sustainability Benchmark Index for two consecutive years. Hang Seng Indexes Company Limited launched the Hang Seng Corporate Sustainability Index Series in 2010. This covers companies that perform well with respect to corporate sustainability and provides benchmarks for sustainability investments.



Constituent of Hang Seng Corporate Sustainability Benchmark Index for two consecutive years

OUR ESG APPROACH

Stakeholder Engagement

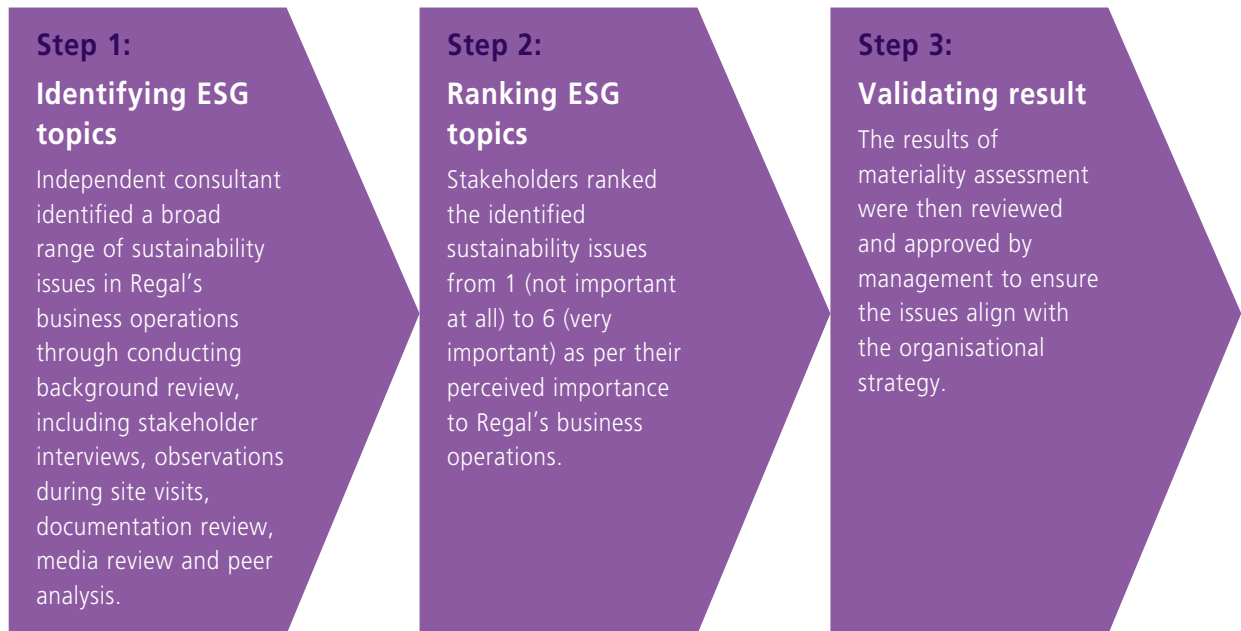
To cater the needs of different stakeholder groups, we have developed transparent and diverse communication channels to ensure their views collected effectively. We value our stakeholders' opinions and hence, we engage with them on a regular basis through the communication channels to gather and understand their views and expectations on our sustainability performance. The major communication channels for each group are listed as follows:

Stakeholder Group Engaged	Methods of Engagement
Internal Stakeholders	Management <ul style="list-style-type: none"> Regular meetings Ongoing engagement
	General Employees <ul style="list-style-type: none"> Employee satisfaction questionnaires Regular meetings Orientation activities Notice boards Annual appraisal meetings Employee engagement activities
External Stakeholders	Community <ul style="list-style-type: none"> Media conferences Volunteer activities Face-to-face meetings
	Hotel Guests <ul style="list-style-type: none"> Guest satisfaction surveys Loyalty clubs, e.g. 925 Club Website and social media Day-to-day communication with front-line employees Customer feedback mechanism Hotlines
	Investors/Shareholders <ul style="list-style-type: none"> Analyst briefings Investor meetings General meetings Annual and interim reports Press releases/announcements
	Industrial Associations <ul style="list-style-type: none"> Industry forums
	Suppliers/Contractors/ Business Partners <ul style="list-style-type: none"> On-site evaluation visits and meetings Regular meetings

OUR ESG APPROACH

Materiality Assessment

Regal regularly reviews the material sustainability issues related to our business operations. To reflect our stakeholders' feedback and expectations, the result of stakeholder engagement is regarded as the basis for the materiality assessment. The prioritisation of the material topics followed the principles defined in the ESG Reporting Guide, and the steps are summarised as follows:



The following 13 issues are considered material with regard to our stakeholders as well as our businesses and will be addressed in detail throughout this Report.





ENVIRONMENTAL RESPONSIBILITY

Regal is committed to creating a tranquil and pleasant place for everyone. Besides offering a relaxing and cozy atmosphere in each of our hotels, we endeavour to promote the well-being of our surroundings through monitoring and managing the environmental impacts within our operations consciously.

Environmental Policy

Caring for the environment is of paramount importance to everyone as our survival and prosperity depend on a healthy planet. To minimise our adverse environmental impact wherever practicable, Regal has formulated a group-wide Environmental Policy Statement to promote and maintain the quality of environmental performance. The Statement sets out our environmental missions and guides our hotels to implement measures including environmental compliance check, monitoring and reporting, employee awareness, enhancement initiatives and risk management. To this end, we have prioritised three focus areas in our hospitality operations, namely, energy consumption, water consumption and waste generation in our environmental management plan. Our Green Committee regularly monitors our environmental performance and implements measures to reduce our environmental footprints in the aforementioned areas.

EarthCheck and Achievement

Our hotels in Hong Kong have partnered with EarthCheck, the world's leading scientific benchmarking, certification and advisory group for travel and tourism, to implement sustainable business practices. Regal has implemented an environmental management system that meets the requirements of the EarthCheck Certification standards. We ensure that our hotels comply with all relevant environmental laws and regulations¹ and our environmental performance in areas like energy and water consumption, carbon emissions and waste management are gradually achieving international best practices in sustainability.

By engaging Global Tourism Advisory Group to conduct independent third-party verification, we adopt a systematic and process-driven method for continuous improvement of environmental sustainability. Most of our hotels in Hong Kong are EarthCheck certified, except our iclub Mong Kok Hotel which was newly-opened in March 2019 and the newly completed iclub Sheung Wan II Hotel. Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel have achieved the status of Gold-certified EarthCheck Hotels while four iclub Hotels - iclub Fortress Hill Hotel, iclub Sheung Wan Hotel, iclub Wan Chai Hotel and iclub Ma Tau Wai Hotel have attained Silver Certification in 2019.

¹ The environmental laws and regulations that might be significant to Regal include Air Pollution Control Ordinance (Cap. 311 of the laws of Hong Kong), Waste Disposal Ordinance (Cap. 354 of the laws of Hong Kong), Water Pollution Control Ordinance (Cap. 358 of the laws of Hong Kong) and Noise Control Ordinance (Cap. 400 of the laws of Hong Kong).

ENVIRONMENTAL RESPONSIBILITY

Over the past years, Regal has put positive changes as the focus of our environmental sustainability goals and targets. These certification achievements are made through the following environmental-friendly measures, including:

- establishing Environmental Management System (EMS) for effective implementation of sustainability action in hotels with more than 500 guest rooms. Our EMS in Regal Airport Hotel, Regal Kowloon Hotel and Regal Riverside Hotel has been set up and was audited by EarthCheck in 2019;
- replacing quartz lamps/fluorescent lamps by LED lights for better energy saving;
- participating in Automatic Demand Response Programmes to reduce our electricity consumption at critical peak-load period. In February 2020, Regal Airport Hotel, Regal Kowloon Hotel and Regal Riverside Hotel were rewarded with incentive from the power company;
- replacing aged plant by new equipment to enhance efficiency in operation, energy saving and reduction of carbon emission;
- installing new Building Management System (BMS) for the monitoring of plant and machineries operation schedule and arranging partial loading at different periods of the day;
- concluding performance-based contracts with specialist contractors for the implementation of energy saving programme to the chillers in our hotels;
- incorporating frequency controller upon replacement of air conditioning system and hot-water boiling plant;
- working closely with the Hong Kong Hotel Association and other professional engineering bodies to gain/share the updated sustainability information; and
- appointing registered waste collectors to handle the disposal of electrical appliances, so as to curb land contamination and refrigerant leakage.

In Mainland China, some of our managed hotels took part in an alternative certification scheme named China Green Hotel, an initiative organised by the National Tourism Administration of China to assess and benchmark hotels' performance in areas including green design, energy and resource management as well as pollution control. Three of our hotels, namely, Regal Shanghai East Asia Hotel, Regal Kangbo Hotel and Regal Plaza Hotel & Residence, are certified as "Silver Leaf," while, our Regal Airport Hotel Xi'an attained "Golden Leaf," the highest rating under the scheme.



EarthCheck Gold Certification received by one of our hotels, Regal Oriental Hotel.



First step to success: "Regala Skycity Hotel" has been awarded the Gold Certification 2019 for its Sustainable Building Planning and Design Standard.

ENVIRONMENTAL RESPONSIBILITY

Starting from 2012, Regal has initiated the “We Love Our Planet” programme so as to promote the concept of “green workplace”. Various departments in our hotels, including Engineering, Finance, Human Resources, Marketing, Operations, Project Development, Purchasing and Sales, support the programme by introducing environmentally friendly practices and participating in green activities inside and outside our workplaces.

In July 2019, Regal organised a Reserve Ranger Volunteering Experience in Mai Po. Not only did we enhance our employees’ understanding in the conservation of Mai Po and other wetlands areas, we also helped to remove harmful invasive plant species and make pathways and trails safe for universal accessibility.



“We Love Our Planet” promotes environmental sustainability inside and outside our workplaces.



Reserve Ranger Volunteering Experience aims to raise our employees’ environmental awareness and let them participate in the natural conservation programme.

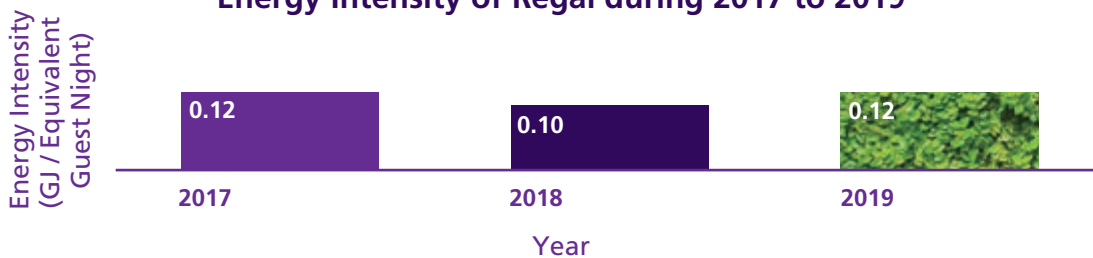
To explore more on their environmental commitment, please refer to the [Sustainability section](#) of our website.

Emissions and Energy Efficiency

Regal regards achieving energy efficiency as one of our environmental management strategies and has put in place management systems to monitor and evaluate the energy consumption patterns of our hotel operations. For instance, Regal Airport Hotel was the first hotel in Hong Kong to attain both international standards, including ISO 50001 Energy Management System certification and ISO 14064 Greenhouse Gas Accounting and Verification certification. Moreover, we conduct reviews and upgrade these systems from time to time to make sure they align with our needs and industry best practices.

In addition, all Regal hotels are required to propose targets on energy and carbon reduction each year with concrete improvement plans and measures. In 2019, we achieved a 0.44% reduction in carbon emission and a 0.73% reduction in energy consumption. Through active planning to improve energy efficiency, we hope to facilitate the transition towards low-carbon development in hotel operations in future.

Energy Intensity of Regal during 2017 to 2019



ENVIRONMENTAL RESPONSIBILITY

To enhance our energy efficiency, we are implementing various improvement measures in our hotels, including:

- replacing all lighting with more energy efficient LED lights;
- installing automatic induction devices in areas with lower guest flows to reduce unnecessary lighting;
- reviewing the energy efficiency of our kitchen and water heating equipment and systems and replace them with more energy-efficient models whenever practicable;
- applying adequate insulation to reduce heat loss in piping and reduce energy consumption to maintain room temperatures for hotels with space heating systems;
- reviewing the energy efficiency and replacing equipment of centralised air conditioning systems in some hotels;
- partnering with electric companies to conduct energy audits in hotels to explore Energy Management Opportunities (EMOs); and
- working with Specialist Contractor to prevent corrosion by spraying water-based proprietary materials onto the fins and coils of three air-cooled condensing units at Regal Hongkong Hotel, resulting in longer lifespan and energy saving up to 30% due to better thermal heat transfer.



Regal Kowloon Hotel uses LED lights in festive Christmas illuminations to promote an environmentally friendly celebration.



Conducted performance enhancement work of an air-cooled condenser at Regal Hongkong Hotel

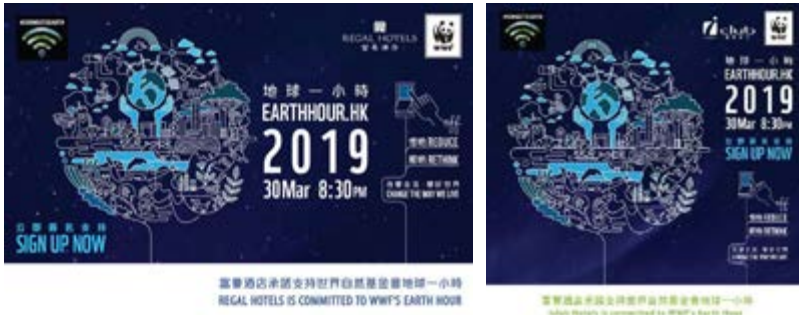
In addition to retrofitting our equipment, we also encourage hotels to save energy by promoting green behaviours and green lifestyles to employees and guests respectively. For instance, energy-saving tips and reminders are posted in the hotel lobbies and guestrooms to remind our hotel employees and guests to turn off all lighting and electronic devices after use.

The latest edition of The Intergovernmental Panel on Climate Change (IPCC) special report urges for a more stringent greenhouse gas reduction target to curb the growing threat from climate change. In addition to the energy use reduction initiatives, we have also implemented specific initiatives on greenhouse gas reduction, such as the following:

- installing electric vehicle charging stations in most of our hotels to promote clean and low carbon transportation;
- phasing out and replacing diesel-powered equipment with natural gas-powered equipment to reduce air and carbon emissions; and
- setting up organic farms in five of our hotels in Hong Kong to reduce carbon emissions and provide fresh and chemical-free herbs for our restaurants.

ENVIRONMENTAL RESPONSIBILITY

By extending our care to the environment, we also participate in environmental initiatives hosted by external parties like the World Wide Fund for Nature (WWF) to demonstrate our dedication to energy conservation and the climate change movement.



All hotels under the Regal and iclub by Regal brands supported WWF's Earth Hour activity in 2019.



Regal Riverside Hotel received recognition for its participation in No Air Con Night 2019, an event organised by Green Sense to promote low-carbon living.

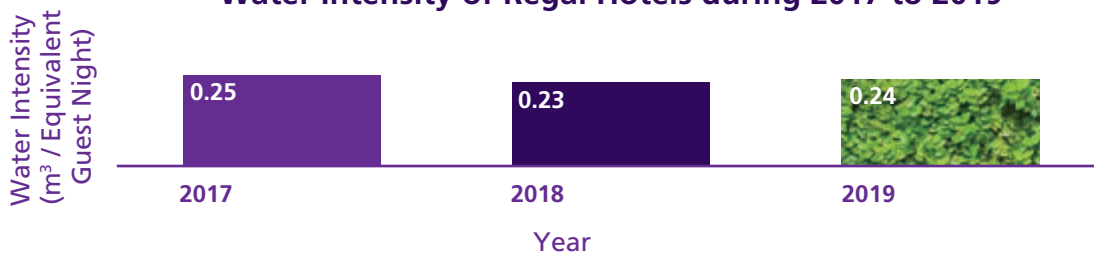
Water Management

Regal strives to minimise water consumption and consume water responsibly throughout our operation, from catering and cleaning to consumption. As a result, good water management is important to safeguarding our precious water resources. Some of the key water saving measures are:

- recycling and reusing of air-conditioning condensing water;
- retrofitting with automatic faucets and toilet flushers in public toilets;
- installing dual-flush toilets while renovating guestrooms, which enable use of an appropriate amount of flushing water;
- checking all water meters daily to fix any possible water leakage in timely manner; and
- encouraging hotel guests to participate the linen and bath towel reuse programme.

Swimming pools are the most water-intensive facilities in our hotels. In Regal Airport Hotel and Regal Riverside Hotel, we have replaced the activated carbon in boiler tanks with quartz sand for water filtration. This measure can improve pool water quality and reduce the need for refilling pool water.

Water Intensity of Regal Hotels during 2017 to 2019



Waste Management

Waste Minimisation and Recycling

Given the nature of the hospitality industry, waste generation is our major environmental concern. In light of this, we adopt measures at different production and disposal stages, to make sure that effective controls are implemented on our material consumption and waste handling. In our waste management process, we work with our employees, guests and non-profit organisations to reuse and recycle waste whenever economically practicable.

One of the major sources of waste in hospitality operation is food waste. Our catering services, especially banquets and buffets, account for most of our waste. To reduce food waste at source and avoid over-purchasing, we make frequent estimations and adjustments on our food procurement volume, based on the number of guests and meal reservations. Besides, we partner with Foodlink Foundation (“Foodlink”), a leading Hong Kong hunger relief charity, to donate unconsumed food after confirming that they are safe for consumption. In 2019, we donated a total of 472 kg of food to Foodlink. For the remaining food waste at our hotels, we work with qualified vendors for waste collection and recycling.

Another major source of waste is disposable room amenities. Starting from the latter half of 2019, some hotel operations in Guangzhou and Shanghai, like Regal Financial Center Hotel, have decided to stop the provision of disposable room amenities to our guests, including items such as hair conditioner, body lotion, bath salt, shaver or nail file. With the implementation of such practices, we hope to advocate the concept of “Green Hotel” where guests bring their own personal care items and work with us to reduce waste generation during their stay. For hotels which have yet to embrace such practice, we actively sort unused amenities, including soap and shampoo, and reuse them for cloth washing. Regal Shanghai East Asia Hotel donates the soap collected to the needy. In Hong Kong, a total of 734 kg of soap was donated in 2019.

Dealing with large numbers of visitors every day, traditional hospitality operations often require complex documentation processes and have a significant demand for paper consumption. However, by making use of technological advancement, we have digitised most of our documentation process through our customer relationship management system. Moreover, to reduce our actual paper consumption, we prefer duplex printing of documents and use of single-sided paper whenever printing is necessary.

To further improve our solid waste management during operations, we also track and ensure the remaining waste is disposed of responsibly. For instance, our hotel operations in Shanghai followed the newly effective Shanghai Municipal Solid Waste Management Regulation in 2019, offering four types of waste garbage collection boxes, which sort wet and dry waste, hazardous waste and other recyclable items respectively. Moreover, our hotel employees regularly monitor the amount of waste generated and recycled to identify possible improvement opportunities.



ENVIRONMENTAL RESPONSIBILITY

Our operations do not generate a significant amount of hazardous waste. However, as hazardous waste might create irreversible environmental impact, we take due care and a cautious mind when handling the waste. Our hazardous waste mainly includes containers or residual chemicals and cleaning products. Starting from procurement, we require our vendors to obtain eco-certificates or labels for their products so that the negative environmental impact of using hazardous chemicals and cleaning products are reduced at source. We have also established a protocol on hazardous materials and waste storage and handling for our employees to prevent environmental incidents caused by improper handling procedures. We reinforced our waste handling procedure to curb land contamination. We appoint registered collectors to handle our disposed electrical appliances, such as computers, fridges and televisions. As such, we can avoid land contamination and leakage of hazardous waste such as refrigerant.

Core Values Put Into Action: Regala Skycity Hotel

With the enormous anticipation from the general public, the development of Regala Skycity Hotel has come to the middle of its progress until a grand opening in the first half of 2021. Situated at a site surrounded by Terminal 2 of the Hong Kong International Airport, the Asia World-Expo and SkyPier, the hotel is expected to become a new visitors' choice of stay.

Apart from the convenience brought by the extensive transportation network and facilities, the hotel itself will create great environmental values in terms of energy efficient features, use of sustainable material and open greenery. For instance, we have adopted or proposed the following measures:

- Application of demand control ventilation with CO₂ sensor for air conditioning system serving hotel podium;
- Installation of water-cooled chillers and gas fired condensing boilers with excellent efficiency;
- Achieving 30% reduction in lighting power density for guest room and 30% reduction in rated power for lifts compared with the relevant standards²;
- Installation of water efficient faucets, showers and water closets;
- No consumption of virgin-forest timber product throughout the construction;
- Adoption of an effective waste management system;
- Design of large-scale greenery;
- Preference on locally manufactured materials

To magnify the positive impacts and provide future environmentally conscious guests a greater confidence, we have applied for BEAM Plus Certification for the hotel and achieved Gold Rating under Provisional Assessment. From the results of the Provisional Assessment and calculation according to the relevant methodologies, we are expecting:

- 25.7% and 23.8% CO₂ reduction respectively in hotel portion and carpark portion compared with BEAM Plus Baseline;
- 30.6% annual potable water consumption saving³;
- 31% annual effluent discharge reduction;
- 96.55% materials sourced locally⁴;
- 30% waste reduction in C&D waste is targeted;
- 30.66% site area as greenery.



Certificates of sourcing timbers with FSC Standard



Site area designed with large-scale greenery

² The performance are compared with the Building Energy Codes of Practice 2015 Edition issued by Electrical and Mechanical Engineering Department.

³ The expected results account for water pressure at each level ranging from 2.5BAR to 5.5BAR.

⁴ Within 800km.

SOCIAL RESPONSIBILITY

Regal strives to become a leading corporate citizen that not only provides excellent accommodation service to our guests and more importantly creates social benefit to a wider community. Through participation in community and social service programmes, we believe that we can make our community and society a better place for all.

Viewing community affairs as an essential element of corporate social responsibility (CSR), Regal includes “Social Responsibility” as a pillar of our long-term sustainability programme. To ensure an unwavering pathway towards sustainability, we have established a Social Responsibility Steering Committee. The Committee, chaired by the chief operating officer and supported by all function heads, provides continuous monitoring of our CSR efforts. The Committee has identified three social responsibility focuses:

- Youth Development;
- Health Enhancement; and
- Social Inclusion.

Fostering Community Engagement

To foster our long-term community participation, we believe volunteer services should not only focus on caring for those in need, but more importantly on developing the personal capabilities of our employees such as leadership, management and communication skills through participating in volunteer services. To achieve this, Regal has developed two volunteer teams consisting of adult and young people respectively – Colour our World and Young Colour our World. To bring positive impacts to society, the two teams work together in our regular volunteer services.

During the reporting period, the Group partnered with around 18 non-profit organisations to bring positive impacts to society. By collaborating with different community partners, our employee volunteers stayed connected with different social groups through home visits or community centre visits to the elderly and underprivileged families. Over 292 volunteers participated in over 41 volunteer activities such as outdoor day trips, voluntary training workshops and flag selling events, and contributed over 1,290 hours to serve the community in Hong Kong. The volunteer services are well received by the local communities and volunteers.

Highlights of Community Investment 2019:

- Number of partnering non-profit organisations and other institutes in 2019: 18
- Number of organised volunteer activities in 2019: 41
- Total volunteer hours contributed by employees in 2019: 1,293 hours
- Amount of donation and sponsorship in 2019: HK\$1,178,000

SOCIAL RESPONSIBILITY

During the reporting period, the Group has been recognised as a “Caring Company” by the Hong Kong Council of Social Service for 17 years consecutively and was awarded the “15 Years Plus Caring Company Logo”. In addition, the Group received “the 10th Hong Kong Outstanding Corporate Citizenship Award” by the Hong Kong Productivity Council and certificates of appreciation from different government and community organisations, such as Volunteer Movement, Agency for Volunteer Service, Vocational Training Council and Rotary District 3450, in recognising our continuous efforts in serving the community.



Youth Development

In an effort to develop our younger generation, the Group strives to provide them with good education and development opportunities. Regal organises internship programmes and hotel tours for young people so as to complement conventional school education and give youngsters a diverse, out-of-the-classroom learning experience.

Regal Hotels International Youth Development Programme 2019

With an aim to nurture future talents, Regal offers ample opportunities for young people who are planning to dedicate themselves in the hospitality industry. Since 2015, we have launched the “Regal Hotels International Youth Development Programme”, in which students from Hotel, Service and Tourism Studies disciplines at the Hong Kong Institute of Vocational Education (IVE), a member of the Vocational Training Council, are offered scholarships and 300 hours of invaluable internship opportunities every year. Participants in the programme are assigned with different work duties, such as serving at the front office, food and beverage department as well as helping with our housekeeping team, so that they will be able to gain a thorough understanding of our complex hotel operations and practical experience at different departments. For example, our interns at the front office will develop good client-serving and problem-solving skills as they need to have direct interaction with our guests and handle various on-the-spot issues every day. We believe the internship scheme can pave the way for their early success in the industry.



SOCIAL RESPONSIBILITY

Hotel tours

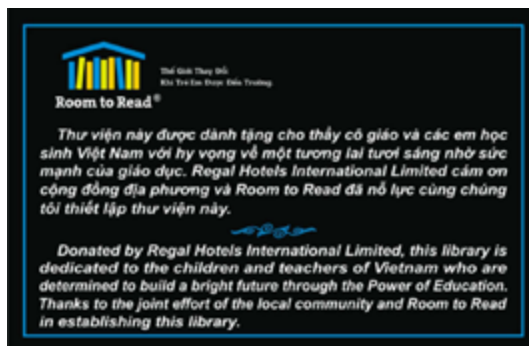
Understanding the limits of an ordinary school education, Regal seeks to provide young people with learning experiences outside the classroom. With Tourism and Hospitality Studies now an elective subject in the Hong Kong Diploma of Secondary Education Examination, the hospitality industry has become increasingly popular in recent years. Responding to this on-going trend, Regal spares no effort to support education in our local community and enhance students' learning experiences.



Donating a Library

In 2019, Regal donated HK\$78,000 to Room to Read in support of the literacy programme in Vietnam which a child friendly and safe library is established at Ca Mau Province of Vietnam. This programme aims to develop literacy skills and a habit of reading among primary school children in less underprivileged places, and support girls to complete secondary school with the relevant life skills to succeed in school and beyond.

We believe that children who can pursue a quality education will reach their full potential and contribute to their communities and the world.



Empowering the underprivileged youths

In 2019, our Regal Financial Center Hotel partnered with Tongxin Education, a non-governmental organisation in Guangzhou, organised a "Happy Children Day." During the event, we donated the sale proceeds of our hotel and restaurant coupons to promote better development of underprivileged youths living locally.



SOCIAL RESPONSIBILITY

Health Enhancement

Regal believes that healthy living conditions of citizens are the prerequisite in achieving a positive and prosperous society. To this end, we have been actively promoting healthy lifestyles within our hotel operations and delivering financial support and other in-kind support to those in need of medical resources through our community work.

Supporting “EatSmart Restaurant+” Campaign

Advocating for healthy dietary habits, Regal decides to lead by example and provide healthier dishes to serve our customers. In 2019, our selected restaurants in Hong Kong, including Regal Court, Café Allegro and Mezzo, participated in the “EatSmart Restaurant+” Campaign, which is a star-grading scheme launched by the Department of Health in recognising restaurants’ effort to embrace a healthy eating trend. Through offering at least five “More Fruit and Vegetables” dishes and “3 Less” dishes (less fat or oil, salt and sugar) on a daily basis, our three restaurants were awarded the titles of “2-star EatSmart Restaurant”.



Mooncake Charity Sales 2019 for Medecins Sans Frontieres

Regal wholeheartedly supports Medecins Sans Frontieres (MSF), an international medical humanitarian organisation that provides medical assistance to people affected by conflict, epidemics, disasters, or exclusion from healthcare. In September 2019, we partnered with charity organisation Bodhi Love Foundation to organise a Mooncake Charity Sales event, where 50% of the sale proceeds of “Regal Supreme Golden Lotus Seed Paste Mooncake with Two Egg Yolks” and “Bodhi and Friends Mini Mooncake” were donated to fund MSF medical programmes in more than 70 countries worldwide.



SOCIAL RESPONSIBILITY

Pink Dessert Charity Sales for Hong Kong Hereditary Breast Cancer Family Registry

Regal Kowloon Hotel hosted the 8th “Pink Dessert Charity Sales” event in 2019, where pink dessert cakes were crafted by our hotel chefs and sold for charitable causes. Through the event, we hope to raise the awareness of Hereditary Breast Cancer and help provide financial support to patients by donating the full sale proceeds to the Hong Kong Hereditary Breast Cancer Family Registry.



Child's Vision 7th Anniversary Celebration Party

In May 2019, Regal supported the Children's Cancer Foundation to host a celebration party on their 7th Anniversary of Child's Vision, an initiative set up by family members of children patients with Retinoblastoma to support each other. During the day, we invited the tutors from a Social Enterprise, People On Board to teach the children how to play board games. Moreover, our hotel chef prepared chess-themed desserts to spice up the party's atmosphere. We were delighted that the event allowed all the children and their families to enjoy a meaningful and joyful afternoon.



SOCIAL RESPONSIBILITY

Christmas Log Cake DIY Workshop

Believing having leisure activities is a key to a fulfilling social life and happiness, Regal Hongkong Hotel joined hands with Children's Cancer Foundation to organise a "Christmas Log Cake DIY Workshop". On 20 December 2019, our hotel chef taught the children how to make cookies and log cakes. Moreover, to celebrate a heart-warming Christmas, our General Manager at the hotel dressed up in Santa Claus costume and provided gifts to the kids.



Blood Donation

In the hope of easing the mounting demand in the blood bank, Regal encourages its Mainland China employees to participate in blood donation activities voluntarily. For instance, Regal Kangbo Hotel arranged a mobile donation appointment with Dezhou Blood Donation Centre to facilitate our employees to donate blood as a group and share the joy of helping others.



SOCIAL RESPONSIBILITY

Social Inclusion

Regal believes that the success of a society can only be achieved through the creation of an inclusive community. Every individual, regardless of their background and capability, should be treated equally and respected. To engage the underprivileged in society, we have organised different social activities to add colours to people's social lives, improve social cohesion and reduce social segregation.

Caring for the Elderly

To provide love and care for the elderly, Regal organises different home and elderly centre visits regularly. During the year, we organised the following events:

- Elderly Home Visit in Tung Chung – Tung Chung Safe and Healthy City (20 March 2019), organised by Regal Airport Hotel, visited around 25 households



- Elderly Home Visit – Women's Welfare Club Western District (13 September 2019), organised by Regal Hongkong Hotel



- Elderly Home Visit – The Hong Kong Society for the Aged (26 July 2019), organised by Regal Riverside Hotel



- Elderly Home Visit – Methodist Centre (23 February 2019) organised by the iclub Hotels



SOCIAL RESPONSIBILITY

- Elderly Home Visit – Pak Oi Hospital (29 June 2019) organised by the iclubs Hotels



Joy Charity Walk

On 13 October 2019, Regal supported the Joy Charity Walk to raise fund for the Hong Kong Federation of Handicapped Youth and was awarded the Silver Prize on Fund Raising.



ECONOMIC RESPONSIBILITY

Providing quality products and services is an indispensable part in driving business growth and strengthening brand reputation and hence Regal has dedicated to providing our guests with consistent and satisfying hotel services. In addition, we strive to be a caring employer by offering our employees with a fair and equal workplace and promising career development opportunities. Moreover, besides implementing rigorous internal management systems, we are also committed to achieve good supply chain management. Taken all together, we have made every effort to create additional value to our stakeholders.

Our economic responsibility focuses on three aspects: employment, customer relations and operational practices. We value our employees and believe that they are a fundamental and essential part of our business. In view of this, we strive to offer well-structured training programmes, competitive compensation and welfare packages and well-developed employment policies and initiatives to attract, nurture and retain talents. In order to develop and maintain good relationships with customers, we spare no effort in providing them with quality and exceptional hotel experiences and engaging them through consistent communication and loyalty programmes. In addition, we strive to drive positive impact among our stakeholders, including shareholders, customers and the community through upholding ethical business operation principles and rigorous supply chain management.

Caring For Our Employees

Employees are an integral part of our hotels and the key to Regal's success. Regal believes that recruiting and retaining passionate talents is important for its business growth. Regal is an equal opportunity employer and abides by the guidelines and regulations set by the Equal Opportunities Commission and has formulated our human resources policies to align with the guidelines. We uphold the principles of fairness and non-discrimination in our recruitment and promotion process. We treat all our employees fairly, regardless of their gender, age, ethnicity, family status, sexual orientation, disability, race and religion. We have zero tolerance to discrimination, and we are committed to eliminating all kinds of discrimination in workplace.

We believe that a well-organised human resources management is important to attract and retain talents, and to create a positive workplace. A comprehensive framework together with detailed human resources management policies are included in our Staff Handbook. The Handbook provides information and guidelines in relation to employee compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare. In addition, we strive to promote the culture of work-life balance across the Group. Hence, we offer our office staff the work schedule of five day work week, allowing more holidays for employees to explore their personal interests. Our Human Resources Department works closely with management in these areas for continuous improvement.

During the reporting period, there was no non-compliance with relevant laws and regulations⁵ that have a significant impact on the Group in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare; we provided a safe working environment and protected employees from occupational hazards and strictly prohibits the use of child and forced labour.

⁵ The laws and regulations include Employment Ordinance (Cap. 57 of the laws of Hong Kong), Sex Discrimination Ordinance (Cap. 480 of the laws of Hong Kong), Disability Discrimination Ordinance (Cap. 487 of the laws of Hong Kong), Family Status Discrimination Ordinance (Cap. 527 of the laws of Hong Kong), Race Discrimination Ordinance (Cap. 602 of the laws of Hong Kong), Occupational Safety and Health Ordinance (Cap. 509 of the laws of Hong Kong), Factories and Industrial Undertakings Ordinance (Cap. 59 of the laws of Hong Kong), Employment of Children Regulations (Cap. 57B of the laws of Hong Kong), Employment of Young Persons (Industry) Regulations (Cap. 57C of the laws of Hong Kong).



ECONOMIC RESPONSIBILITY

Learning and Career Development

At Regal, we provide our employees with a wide range of internal and external training to equip them with necessary knowledge and skills to handle daily tasks and to achieve their career goals in the hotel business. Our standard training courses are designed to provide holistic training to our employees and enhance their awareness of Regal's corporate values and code of conduct. For instance, we organise compulsory orientation programmes for all new joiners to promote their understanding of our business and working environment. Our training programmes also cover topics including occupational health and safety, anti-corruption, guest services and environmental management.

We realise that general training is far from enough to satisfy the diverse training needs of our employees because of the differences in job nature and career ambitions. We are committed to catering to the needs of employees at different career levels by offering a wide range of tailor-made learning and training programmes, where different departments organise role-based courses in accordance with their operational needs. The annual conference on hospitality market trends that is organised for all sales and marketing personnel, is a case in point. We also advocate flexibility on learning; by offering subsidies to our employees, we encourage them to attend external training programmes. In the future, we aim to continue to diversify our training programmes and online training courses, which will further enable our employees to excel at work and enhance their own expertise.

Besides offering comprehensive training, Regal also provides a clear career path for each employee, where they can be promoted from rank and file to departmental heads depending on their job performance. In addition, we have provided two additional programmes with continuous career guidance, which are the Management Trainee Programme and Executive Trainee Programme respectively.

ECONOMIC RESPONSIBILITY

Employee Engagement

We foster the culture of work-life balance in our workplace. With this commitment, we arrange leisure activities on a regular basis, including sports competitions and annual parties. We also organise regular employee engaging activities and programmes every year to enrich our employee's workplace experience. We also present Year-of-service Awards to employees with significant contributions at work in recognition to their hard work and loyalty.

Communication is one of our core values. Through setting up both offline and online communication channels, we welcome and encourage ideas from employees to enhance our services and facilities. These channels include employee meetings with the hotel general managers, suggestion boxes, annual surveys and our Facebook page. Apart from formal suggestions, a grievance mechanism is also developed to allow employees to voice concerns to immediate supervisors or management. All concerns are carefully handled, and it is mandatory for management to respond to enquiries within a given timeframe.

In 2019, we have introduced an enhancement programme for staff areas and facilities, aiming to provide a more comfortable rest place for our employees. With the purpose of promoting work-life and work-family balance, employees and their family members were invited to participate in some of the enhancement activities. For instance, they were invited to join the session of wall-painting activity, and encouraged to express their ideas and creativities in painting the wall of the staff area.





ECONOMIC RESPONSIBILITY

Workplace Health and Safety

Regal recognises the importance of a safe and healthy work environment and strives to provide a healthy and safe working environment for all our employees. Through the establishment of the Safety Committee, the Group administers its safety management system to ensure compliance with all relevant laws and regulations. To enhance our employees' awareness and understanding to relevant health and safety legal requirements, a Safety Policy has been introduced to govern all operations. The policy is reviewed periodically to keep up with the latest developments in workplace health and safety, and related regulations.

At the operational level, the workplace health and safety measures undertaken in key areas during the reporting period are summarised as follows:

- **Dedicated Team:** Regal has established a dedicated team, comprising experienced Safety and Security Officers who are responsible for identifying potential hazards, and developing prevention and improvement measures.
- **Internal Rules and Procedures:** Regal has also formulated a Safety Manual, covering the management, control and coordination of our safety work. The Safety Manual is well communicated to our employees to ensure smooth implementation and mitigate the potential occupational safety risks throughout all stages of our hospitality operation, from room cleaning and catering to engineering and renovation work. By means of implementation of safety management systems and prevention measures for accidents, regular review, job hazard analysis, monitoring and safety audits, we strive to minimise workplace health and safety risks. Employees who fail to comply with the safety rules and procedures might be subject to penalty. Moreover, adequate personal protective equipment and first aid materials are available in all Regal's hotels.
- **Training:** Training regarding occupational health and safety risks are arranged for all employees and external parties are also invited to provide training to the supervisory and management. The training focuses on how to incorporate safety concerns into hotel daily operations. We have also formulated contingency plans for emergencies, and arranged relating training, such as the use of fire-fighting equipment, provision of first aid and rescue techniques for selected employees to ensure sufficient trained employees are in place to cope with any incidents. In addition, to enhance our emergency preparedness, our Safety and Security Officers organise emergency drills for all emergency and rescue teams on a regular basis.
- **Communication:** To enhance the awareness, we have also distributed health and safety information sheets, newsletters and bulletins to our employees to communicate latest health and safety measures. Relevant warning signs, emergency and rescue procedures, notices and placards are also posted up in hotel offices, workshops and welfare facilities to keep our employees alert of potential occupational hazards. To advocate the culture of working safely across the Group, a Safety Award will be given to the employees that demonstrate best health and safety practices at work.
- **Review and Monitoring:** Safety and Security Officers are required to submit monthly safety reports detailing any accidents, injury statistical data, health and safety training undertaken, safety inspections and audits for the hotel general manager's endorsement. Health assurance programme is also in place to arrange pre-job and regular medical examinations for employees who are exposed to hazardous waste and materials to ensure their physical well-being.

ECONOMIC RESPONSIBILITY

In 2019, Regal Kowloon Hotel partnered with the Hong Kong Fire Services Department to jointly organise an annual fire evacuation drill, a practical evacuation training session which reinforces employees' knowledge and ability to handle emergencies.



Caring For Our Guests

Regal is committed to providing our customers with premium services and amenities. Our long-standing commitment to safety, quality and attention to detail have enabled us to drive "Regal" and "iclub by Regal" as two of Asia's pre-eminent hotel brands. To continue to strengthen our branding and stand out in a rapidly changing hospitality industry, we seek every solid opportunity to improve the quality of our service. We believe that our customers' feedback is valuable for us to assess and improve our operations, and hence we are more than prepared to listen and respond to customer needs and wants. We proactively engage and communicate with our guests through diverse channels, including the Regal Rewards and 925 Club, to collect their opinions on our services. We also protect customers' privacy throughout our operations while providing reliable services to our guests.

Guest Health and Safety

As Regal provides a wide range of hospitality services to our guests, taking care of their health and safety has always been the top priority of Regal. As stated in our Food Safety Policy Statement, we require our food suppliers to provide a full list of ingredients with supporting documents for their delivery for ready-made food products to ensure the finest food quality from our food suppliers and their compliance with government regulations. Our employees also strictly follow the receiving guidelines and ingredients delivered without supporting documents are not accepted to ensure food safety. All vendors are required to declare compliance with Hong Kong laws and regulations, including but not limited to Part V of the Public Health and Municipal Services Ordinance (Cap. 132 of the laws of Hong Kong) and the Food Safety Ordinance (Cap. 612 of the laws of Hong Kong).

To ensure rigorous food safety management system has been established and adopted, four of our hotels, namely, Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel and Regal Riverside Hotel are certified with the ISO 22000:2005 Food Safety Management System, in which "traceability" is the core requirement. Safety checks are conducted on all incoming raw materials from suppliers. To prevent risks of cross-contamination, all food products are categorised and stored separately by the category. In addition, selected suppliers' product and/or process controls are audited on-site during plant visits to ensure the safety of our food supply. In 2019, the Group Hygiene had conducted 9 site visits, and no case of major fault was detected.

ECONOMIC RESPONSIBILITY

Improving Hotel Indoor Air Quality

To provide a comfortable hotel experience to our customers, we have implemented various measures to enhance the indoor environment in our hotels. For instance, the Regal Airport Hotel Xian installed air purifiers to improve the indoor air quality of the rooms, providing our customers with a healthy and comfortable environment.



Customer Privacy

As a responsible hotel operator, Regal recognises the importance of protecting our customers' privacy. We strictly comply with all laws and regulations on personal data privacy in our operating jurisdictions. We have formulated the Privacy Policy, emphasising that all personal data collected must be handled with strict confidentiality. In addition, our employees are given different levels of personal data access rights according to their positions and job duties, ensuring that only authorised employees are given permission to get access to customers' personal information. Personal information collected will only be used for membership management and marketing with the customers' consent. As Regal serves guests from around the world, besides observing local data protection policies, we also follow compliance with the European Union General Data Protection Regulation. To align our practices with the regulations, we explain clearly to the customers on how their personal data will be collected, stored and used, and their personal information will be used only under the circumstance that Regal has obtained their permission. During the reporting period, we have no non-compliance cases against Personal Data (Privacy) Ordinance (Cap. 486 of the laws of Hong Kong).

Connecting with Our Guests

We aim to provide customer-oriented services, and hence we regularly engage with our customers to understand their needs and catch up with the latest market trends. In addition, we strive to incorporate innovative technology into our operation to create a connected hotel environment, facilitating their travel planning and bringing them valuable and satisfying hotel experience.

ECONOMIC RESPONSIBILITY

Personal A.I. Trainer - OliveX Smart Fitness Mirrors

We strive to advocate fitness culture across our hotels. By installing smart fitness mirrors in selected rooms and lounge of our iclub Mong Kok Hotel, they can provide guests with one-on-one personal trainer services by offering training videos such as yoga, Pilates, HIIT etc. With the application of human posture artificial intelligence technology, the front camera of the mirror can be used to scan the user's position and posture, and then provide users with comments and ratings about their exercise intensity. By adopting this latest equipment in hotels, Regal is committed to promoting a healthy lifestyle and providing guests with a more comprehensive hotel experience.

To maintain connection with guests, Regal offers a series of rewards programmes, with the purpose of offering refined and tailor-made services to frequent travellers and loyal customers. Currently, Regal has five major incentive programmes, namely, the Regal Rewards, 925 Club, Regal Card, Regal Kids Club and Airline Rewards, satisfying the needs of different customer groups. This year, we have provided various member exclusive offers and discounts to the reward programme members, including booking discounts, shopping coupons, and special day trip arrangement.

We believe that our customers' feedback and opinions can drive us to achieve our goal of providing customer-oriented services. In order to collect customers' feedback effectively, we have set up diverse channels for customers to express their opinions, including verbal communication, guest questionnaires and websites. All collected feedback will be categorised and distributed to relevant business units to follow-up. According to our Guest Comments Reply Standards, every guest's comment will be put on top priority. The business units are required to contact the customers in person or by writing within 48 hours they received the feedback. Further follow-up actions are taken whenever necessary.

To handle customers' comments and complaints in a proper manner, Regal has developed Guest Comments Reply Standards to ensure that every guest comment.

Supply Chain Management

Regal has an extensive and complex supply chain, which consists of a vast network of vendors to provide a wide variety of products and services including food and beverages, hotel cleaning and laundry services, guestroom supplies, and all sorts of hotel amenities. The procurement decisions we make determine our overall procurement cost and the services quality we deliver. In view of this, we carefully select accredited partners that satisfy the specific procurement terms and guidance on listed criteria to control and balance the quality and cost of procured materials. Moreover, we understand that our purchasing decisions might have profound impacts on the community and environment and hence we advocate green and local purchases in our procurement process.

To achieve better supply chain and risk management, Regal has set up a Group Purchasing Department, which is wholly responsible for managing procurement of products and services relating to hotel daily operations. In addition, we have developed a well-structured mechanism to monitor suppliers in accordance with relevant laws, regulations and standards, so as to minimise the negative environmental and social impacts that may otherwise arise from our procurement process.



ECONOMIC RESPONSIBILITY

Responsible Sourcing

We understand that good supply chain management is vital to product safety and quality. The Group Purchasing Department is responsible for monitoring the quality of products regularly and ensuring the suppliers meet our Supplier Code of Conduct. Suppliers' compliance with our Supplier Code of Conduct is regarded as one of the standard requirements for Regal to consider whether it will expand or extend its cooperation with them. Suppliers and vendors are prudently selected to ensure that all works related to our Group comply with all relevant regulations.

To be qualified as a Regal supplier, during the pre-qualification period, we request tenderers to provide necessary samples and catalogues for our rigorous testing and examination. In addition, we have formulated an On-site Evaluation Checklist to evaluate the quality of all types of purchases, including engineering-related equipment, food and beverage items. By virtue of the checklist, we can mitigate all risks that might occur during slaughtering or harvesting, storage, distribution and transportation of our products. This evaluation process is conducted before selection of suppliers, and regular reviews are carried out to ensure suppliers' compliance throughout the term of our business relationship. In addition, priority will be given to the contractors that are ISO 9001 certified whenever possible. This year, we continued to implement a dual-track measure to ensure that no infected pork meat would be supplied to the hotels. Also, all suppliers are requested to submit certificates of origin and national inspection for all imported food products such as beef, chicken and salmon etc.

Besides setting stringent requirements on product quality and safety, Regal also takes environmental and social responsibility considerations into its supply chain management. Being a member of the Green Council since 2012, we have developed policies and reviewing mechanisms to screen and select suppliers, and give preference to the suppliers that share the same commitment with us to create an environmentally and socially responsible supply chain. In accordance with the Green Purchasing Policy, our Group Purchasing Manager and Group Hygiene Manager evaluate potential contractors using an On-site Evaluation Checklist to ensure that they adopt environmentally friendly techniques in processing products. Also, the policy states that Regal should purchase recycled and other environmentally preferable products whenever they meet performance requirements and are economically viable.

We are committed to implementing sustainable procurement practices whenever practicable. We procure products and materials that have minimal impacts on the environment and human health, such as LED lighting, biodegradable shopping bags and recycled-paper packages. We also prohibit the use of disposable cutlery and purchase vegetables and fruit from local farmers whenever possible. Additionally, we only purchase hazardous chemicals and cleaning products with eco-certificates or labels. We believe that implementing sustainable procurement practices relies on collaborative work with all parties across the whole value chain, and hence we continue to work hand in hand with our suppliers, employees and customers to maintain sustainability in the supply chain and build a solid foundation for sustainable development.

Anti-corruption

Regal upholds the highest standard regarding business integrity and fair competition, and requires all employees to share the same commitment. We strive to prevent any bribery and corruption occurring from our business operations. We request our employees and suppliers to comply with the Supplier Code of Conduct, which is included in the Supplier/Distributor Registration Application Form. The Form is a prerequisite for any cooperation with the Group and provides guidelines on how to manage corruption and bribery incidents in a proper manner. We strictly prohibit any forms of gift giving among our employees and business partners, as we believe it undermines fair and honest co-operative partnership. To enhance transparency and overall ethical standards, employees who solicit or receive gifts from a supplier, in money or any other form, during business dealings may be subject to dismissal.

To enhance our employees' understanding and awareness of our requirements and standards on anti-corruption, we have outlined anti-corruption measures and controls in our Employee Handbook. The Handbook provides definitions and scenario descriptions, such as gifts and gratuities, instructing our employees how to prevent corruption in our daily operations. Any employee who is found to be involved in corruption or bribery is subject to disciplinary action or immediate dismissal. Similarly, we expect parties related to our business operation, such as procurement, to avoid any forms of conflict of interest situations. If our employees are affiliated with other business dealings with the Group, they are required to disclose that information to the Group. Otherwise, disciplinary action or immediate termination of employment may apply.

Seeing our anti-bribery and anti-corruption work as a continuous effort, we have arranged regular ICAC talks and anti-corruption training for our employees to enhance their understanding on anti-corruption and remind them of the importance of business integrity. While these measures serve to safeguard the interests of Regal, they are also pivotal to creating a clean and well-functioning working environment. During the reporting period, we complied with the Prevention of Bribery Ordinance (Cap. 201 of laws of Hong Kong). No legal cases regarding corrupt practices brought against the Group or its employees were recorded in 2019.

Fair Competition

We strive to maintain healthy competition among our suppliers to achieve fair practice. In order to eliminate any anti-competitive behaviour, our tendering documents request suppliers to declare an anti-collusion confirmation. We also arrange adequate training sessions for all employees regarding anti-competitive conduct and all relevant laws and regulations to ensure they have sufficient awareness and knowledge to combat anti-competitive behaviour.

During the reporting period, we observed no non-compliance cases against Competition Ordinance (Cap. 619 of the laws of Hong Kong) in our operations.

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Hotels International Limited, our hotel management company

Awards and Recognitions	Organisations
Business for Sustainability	Hong Kong Council of Social Service The Hong Kong Polytechnic University
Certificate of Appreciation	Agency for Volunteer Service
Certificate of Appreciation	TREATS
Certificate of Appreciation - Gold Category	Volunteer Movement
Certificate of Appreciation	The Salvation Army
Corporate Drive for Hong Kong Corporate Citizenship Award (Enterprise Category)	Hong Kong Productivity Council
Family-Friendly Employers Award - Corporate Category	The Family Council
Family-Friendly Employers Award - Corporate Category ~ Special Mention (Gold)	The Family Council
Family-Friendly Employers Awards for Breastfeeding Support	The Family Council
Good Employer Charter	Labour Department
Sincere Engagement Service Award	Hong Kong College of Technology
Social Capital Builder	Labour and Welfare Bureau & Community Investment and Inclusion Fund
15 Years + Caring company	Hong Kong Council of Social Service
Top 10 Best Marketing Campaigns 2019	Emarsys Evolution Hong Kong 2019

Regal Airport Hotel

Awards and Recognitions	Organisations
Best Airport Hotel Asia-Pacific	Travel Weekly Asia
World's Best Airport Hotel	Business Traveller UK
Travel Hall of Fame and the Best Airport Hotel	TTG Asia-Pacific Awards
Certificate of Excellence 2019	TripAdvisor

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Hongkong Hotel

Awards and Recognitions	Organisations
2019 Best Business Hotel	Ctrip.com
Certificate of Excellence 2019	TripAdvisor
Certified restaurant 2019 by Italian Hospitality Seal – Alto 88	Ospitalità Italiana
10 Years + Caring Company	The Hong Kong Council of Social Service

Regal Kowloon Hotel

Awards and Recognitions	Organisations
CLP Smart Energy Award 2019 – Merit Certification	CLP Power Hong Kong Limited
Certificate of Excellence 2019	TripAdvisor
Hong Kong International Culinary Classic 2019 – Bronze Medals	HOFEX
MASTERCHEF Recommendation Restaurant 2019 – Regal Court	Asian Art of Cuisine Society
Outstanding QTS Merchant Merit Award – Mezzo	Hong Kong Tourism Board
Partner Employer Award 2018/19	The Hong Kong Chamber of Small and Medium Business
Favorite Food Awards 2019 – Reader’s Choice Café Allegro	U Magazine
Caring Company Award 2018/19	The Hong Kong Council of Social Service
10-year QTS Merchant Recognition – Café Allegro	Hong Kong Tourism Board
2-star EatSmart Restaurant – Regal Court	Department of Health
2-star EatSmart Restaurant – Mezzo	Department of Health
2-star EatSmart Restaurant – Café Allegro	Department of Health

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

Regal Oriental Hotel

Awards and Recognitions	Organisations
Good Employer Charter Certificate	Labour Department
Muslim Friendly Restaurant Certification – Serves Halal menu of Chicken & Lamb	The Incorporated Trustees of The Islamic Community Fund of Hong Kong
Halal Certification	The Incorporated Trustees of The Islamic Community Fund of Hong Kong
Quality Restaurant Certification – for Café Neo	Hong Kong Tourism Board
Quality Restaurant Certification – for The China Coast Pub + Restaurant	Hong Kong Tourism Board
5 years+ Caring Company	The Hong Kong Council of Social Service

Regal Riverside Hotel

Awards and Recognitions	Organisations
Christian Action Training Services – Certificate of Appointment	Christian Action
CLP Smart Energy Award 2019 – Merit Certification	CLP Power Hong Kong Limited
CLP Peak Demand Management Programme 2019 – Appreciation Certificate	CLP Power Hong Kong Limited
Joyful@Healthy Workplace Charter Certificate	Occupational Safety & Health Council
“No Air Con Night 2019” – Certificate of Appreciation	Green Sense
Squarefoot Serviced Apartment Awards 2019 – Best Guest Experience	Squarefoot

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

iclub Fortress Hill Hotel

Awards and Recognitions	Organisations
Certificate of Excellence 2019	TripAdvisor

iclub Mong Kok Hotel

Awards and Recognitions	Organisations
Golden Pearl Awards – City hotel of the year	GHM (Guangdong, Hong Kong, Macau) Hotel General Managers Society

iclub Sheung Wan Hotel

Awards and Recognitions	Organisations
Certificate of Excellence 2019	TripAdvisor

iclub Wan Chai Hotel

Awards and Recognitions	Organisations
Certificate of Excellence 2019	TripAdvisor

Regal Kangbo Hotel

Awards and Recognitions	Organisations
Signature Dishes	China Cuisine Association
The Most Popular Hotel 2019	Ctrip.com
The 19th Golden Horse Award of China Hotel – The Best Iconic Hotel of The City	China Hotel Magazine

Regal Kangbo Hotel & Residence

Awards and Recognitions	Organisations
The Best Hotel 2019	Ctrip.com

Regal Shanghai East Asia Hotel

Awards and Recognitions	Organisations
Best Designated Hotel for Sports Event	Pinzhi Ranking Committee
The Best Business Hotel	Ctrip.com

APPENDIX I – AWARDS, RECOGNITIONS, QUALIFICATIONS AND MEMBERSHIP

QUALIFICATIONS

- **EarthCheck (Gold)**

Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel are certified.

- **EarthCheck (Silver)**

iclub Fortress Hill Hotel, iclub Wan Chai Hotel, iclub Sheung Wan Hotel and iclub Ma Tau Wai Hotel are certified.

- **Green Hotel Awarded by China Tourist Hotel Star Rating Committee/National Green Hotel Committee:**

- o Golden Leaf Green Hotel in China: Regal Airport Hotel, Xi'an
- o Silver Leaf Green Hotel in China: Regal Kangbo Hotel, Regal Shanghai East Asia Hotel and Regal Plaza Hotel & Residence
- o Green Hotel in China: Regal Kangbo Hotel & Residence

- **Quality Water:**

Under the Quality Water Supply Scheme for the Building of Water Supplies Department, the Government of Hong Kong Special Administrative Region, three Regal Hotels in Hong Kong achieved the "Gold" levels:

- o Regal Kowloon Hotel
- o Regal Oriental Hotel
- o Regal Riverside Hotel

- **ISO Certifications:**

- o ISO 14064 - 1: All five Regal Hotels & four iclub Hotels in Hong Kong are certified.
- o ISO 22000: Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel and Regal Riverside Hotel are certified.
- o ISO 50001: Regal Airport Hotel is certified.

- **Carbon Reduction:**

- o All five Regal Hotels in Hong Kong achieved Carbon Reduction Certificates and Hong Kong Green Organisation Certification issued by Environmental Campaign Committee.

Membership

The Group has been an Established Member of the Sustainable Procurement Charter of the Green Council since 2012, advocating green and local purchases.

APPENDIX II – PERFORMANCE TABLE

Environmental Responsibility Performance⁶

	Units	Performance in 2018	Performance in 2019
Air Emissions			
Nitrogen Oxide (NOx)	kg	2,125 ⁷	2,769
Sulphur Oxide (SOx)	kg	7.87	6.87
Particulate Matters (PM)	kg	99	129
Greenhouse gas (GHG) emissions			
Total GHG emissions	tonnes of CO ₂ equivalent (tonnes CO ₂ e)	53,779	54,303
Direct GHG emissions (Scope 1) ⁸	tonnes CO ₂ e	8,780	8,096
Indirect GHG emissions (Scope 2) ⁹	tonnes CO ₂ e	44,999	46,207
GHG emission intensity ¹²	kg CO ₂ e/equivalent guest night ¹⁰	14.59	17.29
Energy consumption			
Total energy consumption	GJ	372,512	371,057
Electricity	kWh	66,147,823	65,828,685
Towngas	GJ	116,926	118,830
Fuel	GJ	17,454	15,243
Steam	GJ	0	0
Energy intensity ¹²	GJ/equivalent guest night ¹⁰	0.10	0.12
Water consumption¹²			
Total water consumption	m ³	844,230	767,683
Water intensity	m ³ /equivalent guest night ¹⁰	0.23	0.24
Waste disposal			
General waste disposed ¹¹	tonnes	4,428	2,500

⁶ The performance data only covers hotel management operations in Hong Kong, including the five Initial Hotels (Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel, Regal Oriental Hotel and Regal Riverside Hotel) and four iclub Hotels (iclub Fortress Hill Hotel, iclub Ma Tau Wai Hotel, iclub Sheung Wan Hotel and iclub Wan Chai Hotel) in 2019. In addition, data calculation formula and conversion factors used for calculating emissions and energy consumption are in line with the HKEx ESG Reporting Guide – Appendix 2: Reporting Guidance on Environmental KPIs.

⁷ The data was revised to reflect the actual situation.

⁸ Direct GHG emission generated from fuel consumption and leaked refrigerant/CO₂e from equipment.

⁹ Indirect GHG emissions generated from electricity and towngas consumption.

¹⁰ Equivalent guest night includes the total number of guests staying overnight in our hotels and one third of the total number of guest patrons in our restaurants and banquet/function rooms.

APPENDIX II – PERFORMANCE TABLE

	Units	Performance in 2018	Performance in 2019
Waste recycled¹¹			
Used cooking oil	Litre	19,576	5,168
Aluminium cans	kg	569	168
Plastic bottles	kg	11,511	10,243
Paper	kg	116,210	85,782
Food waste and donations	kg	169,889	472
Glass bottles	kg	16,869	9,944
Soap	kg	1,836	734
Hazardous Waste Disposed			
Retired Light Fitting	piece	N/A	1,600
Battery	piece	N/A	480

Economic Responsibility Performance⁶

Employment Practice¹³

	Units	Performance in 2018	Performance in 2019
Total workforce by employment contract			
Permanent	number of people	1,899	1,961
Contract	number of people	94	58
Trainee	number of people	7	4
Total workforce	number of people	2,000	2,023
Total workforce by gender			
Male	number of people	1,017	1,023
Female	number of people	983	1,000
Total workforce by age group			
Under 25	number of people	178	161
25 – less than 40	number of people	628	614
40 – less than 55	number of people	832	832
55 or above	number of people	362	416
Total workforce by employment category			
Senior management ¹⁵	number of people	63	18
Middle management	number of people	310	171
General staff	number of people	1,627	1,834

¹¹ Significant changes of waste recycled between 2018 and 2019 were caused by our adoption of green business practices and changing socio-economic situations, such as the replacement of meal menu, the switch to semi-buffet dining, as well as the variation of hotel visitor numbers and their gender mix.

¹² These figures were affected as the number of equivalent guest nights decreased.

¹³ In 2018, we reported the figures as at 31 March according to the Annual Report. The total workforce figures were aligned and reported as at 31 December in 2018 and 2019.

APPENDIX II – PERFORMANCE TABLE

Occupational Health and Safety

	Units	Performance in 2018	Performance in 2019
Total number of work-related fatalities	number of people	0	0
Total number of lost day ¹⁴ due to work injuries	number of days	1,609.5	2,975

Development and Training

	Units	Performance in 2018	Performance in 2019
Percentage of employees trained by gender			
Male	%	98	67
Female	%	100	56
Percentage of employees trained by employment category			
Senior management ¹⁵	%	100	72
Middle management	%	93	64
General staff	%	100	61
Average training hours by gender			
Male	number of hours	7	5
Female	number of hours	6	4
Average training hours by employment category			
Senior management ¹⁵	number of hours	18	8
Middle management	number of hours	8	5
General staff	number of hours	6	4

Supply Chain Management

	Units	Performance in 2018	Performance in 2019
Number of suppliers by geographical region			
Hong Kong	number of suppliers	2,139	2,311
Mainland China	number of suppliers	7	7
Overseas	number of suppliers	70	71

¹⁴ Lost days refer to sick leave due to all types of work-related injuries.

¹⁵ For the purpose of disclosure in this report, senior management excludes the corporate general managers and directors.

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators		Section/ Statement
A. Environmental		
Aspect A1: Emissions	<p>General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p>	Environmental Policy; EarthCheck and Achievement; Responsible Sourcing
	<p>KPI A1.1 The types of emissions and respective emissions data.</p>	Environmental Responsibility Performance
	<p>KPI A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance
	<p>KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance
	<p>KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance
	<p>KPI A1.5 Description of measures to mitigate emissions and results achieved.</p>	Emissions and Energy Efficiency
	<p>KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.</p>	Waste Management

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators		Section/ Statement
A. Environmental		
Aspect A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Policy; EarthCheck and Achievement
	KPI A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Environmental Responsibility Performance
	KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Responsibility Performance
	KPI A2.3 Description of energy use efficiency initiatives and results achieved.	Emissions and Energy Efficiency
	KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Water Management
	KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the core business of Regal
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer’s significant impact on the environment and natural resources.	Environmental Policy; EarthCheck and Achievement
	KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Policy; EarthCheck and Achievement

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED'S ESG REPORTING GUIDE CONTENT INDEX

Indicators	Section/ Statement
B. Social	
Employment and Labour Practices	
Aspect B1: Employment	<p>General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p> <p>KPI B1.1 Total workforce by gender, employment type, age group and geographical region.</p> <p>KPI B1.2 Employee turnover rate by gender, age group and geographical region.</p>
	Caring For Our Employees
	Economic Responsibility Performance
	Employee turnover rate are not considered as material issue to Regal's operations
Aspect B2: Health and Safety	<p>General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.</p> <p>KPI B2.1 Number and rate of work-related fatalities.</p> <p>KPI B2.2 Lost days due to work injury.</p> <p>KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.</p>
	Workplace Health and Safety
	Economic Responsibility Performance
	Economic Responsibility Performance
	Workplace Health and Safety

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators	Section/ Statement	
B. Social		
Employment and Labour Practices		
Aspect B3: Development and Training	General Disclosure Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	Learning and Career Development
	KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Economic Responsibility Performance
	KPI B3.2 The average training hours completed per employee by gender and employee category.	Economic Responsibility Performance
Aspect B4: Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Caring For Our Employees
	KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.	Caring For Our Employees
	KPI B4.2 Description of steps taken to eliminate such practices when discovered.	Caring For Our Employees
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
	KPI B5.1 Number of suppliers by geographical region.	Economic Responsibility Performance
	KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators		Section/ Statement
B. Social		
Operating Practices		
Aspect B6: Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Caring For Our Guests
	KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable to the core business of Regal
	KPI B6.2 Number of products and service related complaints received and how they are dealt with.	Connecting with Our Guests
	KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.	Not material to the core business of Regal, yet we ensure that intellectual rights are protected. Only authorised logos or trademarks are used for promotion and, where appropriate, marketing materials are only used for designated promotion upon mutual agreement with joint promotion partners.
	KPI B6.4 Description of quality assurance process and recall procedures.	Guest Health and Safety

APPENDIX III – THE STOCK EXCHANGE OF HONG KONG LIMITED’S ESG REPORTING GUIDE CONTENT INDEX

Indicators	Section/ Statement	
B. Social		
Operating Practices		
Aspect B6: Product Responsibility	KPI B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Customer Privacy
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption
	KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Anti-corruption
	KPI B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-corruption
Community		
Aspect B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities’ interests.	Social Responsibility
	KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Fostering Community Engagement
	KPI B8.2 Resources contributed (e.g. money or time) to the focus area.	Fostering Community Engagement

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